DOCUMENT RESUME

ED 200 192 IR 009 224

TITLE Manual Circulation Handbook for Network Libraries.
INSTITUTION Battelle Memorial Inst., Columbus, Ohio. Columbus Labs.
SPONS AGENCY Library of Congress, Washington, D.C. National Library Service for the Blind and Physically Handicapped.
PUB DATE Jan 81
NOTE 234p.

EDRS PRICE MF01/PC10 Plus Postage.
DESCRIPTORS Filing; Guidelines; *Library Circulation; *Library Networks; Library Standards; Library Technical Processes; Records (Forms)
IDENTIFIERS *Library Procedures

ABSTRACT

Designed to assist nonautomated libraries in operating an efficient circulation system, this publication explains all forms and procedures necessary to maintain and circulate books and equipment to eligible readers. Five sections outline and detail procedures for establishing and maintaining files, setting up patron records, book circulation and collection maintenance, temporary and support activities, and recording and reporting statistics. The procedures are arranged in step-by-step order within each section. Appendices provide sample forms and letters, flow diagrams, and a glossary of terms. (FM)

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ED200192

Manual Circulation Handbook for Network Libraries

**National Library Service
for the Blind
and Physically Handicapped
The Library of Congress**

January 1981

IR009224

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This handbook was prepared by Battelle's Columbus Laboratories under contract with the National Library Service for the Blind and Physically Handicapped of the Library of Congress for libraries cooperating in the Library of Congress braille and talking-book program.

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1. General Information

The General Information section is comprised of three introductory sections:

1.1 Purpose of the *Handbook*

1.2 Overview of the circulation system

1.3 How to use the *Handbook*

Each of these sections provides information about the circulation system which will help you better understand the system and the reasons behind the design.

1.1 Purpose of the *Handbook*

The *Manual Circulation Handbook* is designed to assist nonautomated libraries operate an efficient circulation system. The *Handbook* explains all forms and procedures necessary to maintain and circulate books and equipment to eligible readers.

The circulation system was designed so that it utilizes equipment which is often available in libraries or which can be obtained from standard sources. The forms in the system are in use in the network or can be reproduced from master copies provided in the *Appendixes* to the *Handbook*. The NLS-produced bookcards are the key to circulation and control.

The circulation system is designed to meet the recommendations of the *Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped*. The *Standards* are noted throughout the *Handbook* in the appropriate sections. Appendix 7 is a partial list of the *Standards* and those sections of the *Handbook* which relate to a particular *Standard*. Several existing systems were examined to determine the necessary components of a system for network libraries. Some elements of existing systems were modified for this system, but many more were eliminated or re-designed to increase efficiency.

This *Handbook* provides the network libraries with a comprehensive circulation system. Its components work together to form a complete circulation and record-keeping system but each component can be used independently as well. Individual libraries should adapt the system to fit local needs and revise and expand the *Handbook* as needed. Before implementing any or all of the components, the library staff should read the entire *Handbook* and be familiar with the relationships among the components.

1.2 Overview of the Circulation System

The *Handbook* is divided into seven sections which outline and explain the necessary procedures for reader records, book circulation and collection maintenance, and procedures which support the daily activities of the libraries.

The circulation system has several important factors which make it an efficient system:

- The Patron Folder - This manila folder records all the information required to serve a patron. It is the access point to records by *patron name*. The folder is shown in Figure 3A.
- The In File - This is an integrated bookcard file which is the circulation and inventory control point of the system for recorded and braille material. A library should divide the patrons by last name and assign these patrons to reader advisors rather than divide the patrons by format.
- Turnaround Circulation - Turnaround patrons receive one book for each book returned. Patrons are encouraged to select this type of circulation because it works most efficiently both for the library and for the patron. Patrons do not have many unread books on hand and the library has better control of the books being sent and returned. Procedures are included in the *Handbook* for patrons who prefer calendar or request only circulation.
- Deposit Collections - Deposit collections are treated as individuals except these collections receive books on a calendar basis. This increases the library's control over the books and keeps the library in touch with the person responsible for the deposit collection.
- Recording Patron Requests - The patrons are encouraged to submit requests for specific titles and authors using *Talking Book Topics*, *Braille Book Review*, or other sources. These requests are recorded in the patron folder and given priority when books are sent. This makes book selection quicker and more efficient.

The potential automation of the procedures was considered throughout the design of the circulation system. For this reason, all dates on the *front* of the patron folder are entered year, month, day. Alpha or numeric codes were assigned rather than colors for ease of input into an automated system.

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The supplies needed to operate the circulation system are available from library supply firms or from business form printers. NLS will supply you with a master and you can arrange with a printer to produce the folders. Other supplies are:

- Manila file folders - letter size
- Self-adhesive file folder labels
- Three-ring binder
- Index sheets for three-ring binder
- Addressing system supplies (see Appendix 2)
- Red pen
- Transparent tape
- Self-adhesive blank labels either white or in color for weeding labels
- Card trays to hold bookcards. These came in a variety of sizes based on the number of cards each holds.
- Circulation cards with 3 columns: date loaned, date returned, and borrower name
- Clear plastic card sleeves with red stripe at the top
- Scratch cards
- Library identification stamp or sticker
- Patron folders
- Mailing envelopes. These will hold a bookcard and are preprinted with the "Free Matter" privilege and the library's return address. The envelopes with the cards are inserted in the slot on the mailing container. (See envelope on page 5.)

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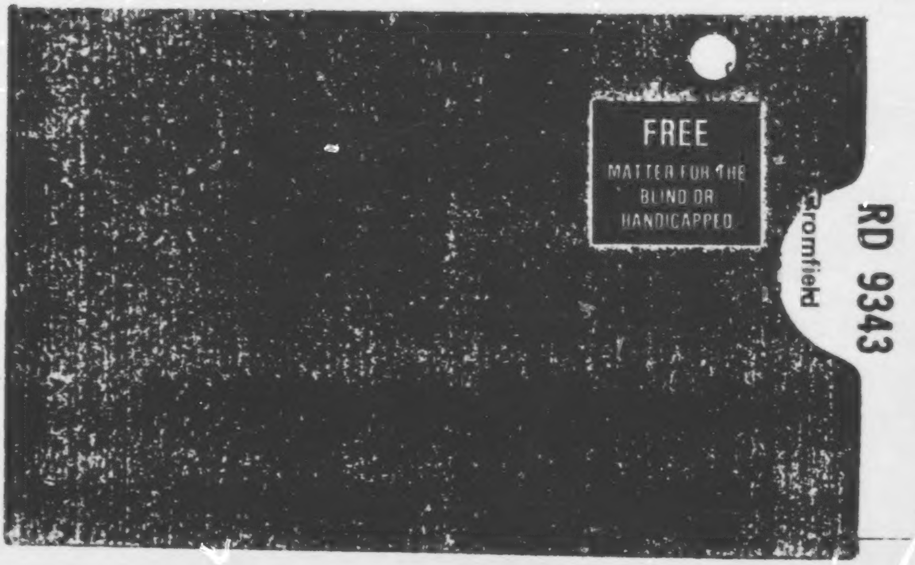
FREE
MATTER FOR THE BLIND OR HANDICAPPED
RD 9343
Bromfield

- Standard letter size file cabinets
- Card file for 3" X 5" cards

1.3 How to Use the *Handbook*

The seven sections of the *Handbook* are organized so that procedures for related activities are in the same section. For example, all procedures necessary to establish a patron record are in section 3. The sections are:

1. General Information - Purpose of the *Handbook*, overview of the system, and how to use the *Handbook*.

2. Establishing and Maintaining Files - Descriptions of all files and procedures to set up the files and maintain them.

3. Establishing and Maintaining Patron Records - All procedures involving changes in patron service.

4. Book Circulation and Collection Maintenance - All procedures for checking books in and out, filling reserves, damage check, and so on.

5. Temporary and Support Activities - Procedures for components which are necessary to book circulation but may not occur regularly.

6. Statistics - Procedures and forms for recording and reporting statistics.

7. Appendixes - Sample forms and letters, and explanatory flow diagrams which support the various procedures. A glossary of terms is included.

The procedures are arranged in step-by-step order within each individual section. Procedures are lettered (A, B, C, and so on) in the order they should be performed. The numbers within the procedures refer to the numbered items on documents such as the patron folder or statistics forms. Appendixes are designated with the prefix "A".

The *Handbook* is designed to be used alone but several documents are referenced throughout the *Handbook*. These documents have been prepared and distributed by NLS:

Comprehensive Mailing List System Handbook (CMLS)

Machine Inventory Manual: A Handbook of Procedures for Inventory Control of Government Furnished Equipment (MIM)

Network Library Manual

2. Establishing and Maintaining the Files

The first step in establishing the circulation system is to create the files which are necessary to its operation. Each of the files is discussed in 2.1 and the two most important files are described in detail in 2.2 *In File* and 2.3 *Setting Up the Calendar Register of Patrons.*

The In File is the key to the circulation system. It is the control point which allows the library staff access to the material available for circulation. It integrates RC and RD cards into one In File and press braille and limited edition braille into another In File. Libraries which serve many readers should divide the patrons by last name and assign each reader advisor a portion of the alphabet. Delegating to specific staff members responsibility for contact with a clearly defined patron group establishes a true reader advisory service.

The Calendar Register is used to insure that patrons receive consistent service and that follow-up is performed on a regular schedule.

The Active Patron File is used daily since it contains the folders of those patrons who receive service regularly. It contains only items which directly pertain to circulation, e.g., envelopes and address plates. This makes the folder easier to handle. All other documents, including the certified application for service, are stored in the General Correspondence File. Certain documents and the patron folder are transferred to the Cancelled File when a patron discontinues service.

The remaining files are similar to those found in any library. These include the shelf list, pending request file, and subject file. In addition, an extra bookcard file is maintained so that replacement cards for those worn or lost are readily available.

2.1 Description of the Files Used in the Circulation System

There are several files which a library will establish and maintain in this circulation system. The files are described in this section in the order in which they appear in the *Handbook*.

2.1A Active Patron File

Purpose: To house the patron folders of patrons currently receiving service from the library.

Equipment: The file is kept in a standard four- or five-drawer file cabinet for 9½" x 11½" folders. One drawer will hold approximately 400 folders.

Contents: Patron folders for recorded materials and braille circulation; the only items inside the folders are addressed mailing envelopes, temporary address plates, and patron reading histories from earlier patron records.

Organization: The folders are filed in alphabetical order by patron last name. Institutions are interfiled with individuals. Institutions are filed alphabetically by the first significant word in the title (not "The," or "A," or "An").

Maintenance: The file is weeded once a year as patrons are counted for "active reader" statistics. Those patrons which are inactive should have their folders transferred to the Cancelled File.

2.1B General Correspondence File

Purpose: To store the original certified application for service and copies of any correspondence between the patron and the library.

Equipment: The file is kept in a standard file cabinet which will hold 9½" x 11½" file folders, approximately 400 folders per drawer.

Contents: All letters from patrons and responses sent to patrons are filed in this file. There is one file for each patron and institution. The application for service is kept in this folder. In addition, miscellaneous notes about the patron's service which result from telephone calls or visits can be kept in this file. The telephone checklist (3.5) is filed here.

Organization: The files are arranged alphabetically by patron last name with institutions interfiled by the first significant word in the institution's name.

Maintenance: Any time a patron's file becomes bulky with many letters or other papers, the file should be weeded. The librarian will determine what is discarded based on library policy and knowledge of the patron. An additional file folder may be needed for patrons who are prolific correspondents. In these cases, file the more recent folder in front of the original folder but in alphabetical order by patron last name.

When patrons are inactive the application is filed in the patron folder in the Cancelled File. The correspondence and other papers are discarded.

2.1C Machine Files

Machine files are discussed in the *Machine Inventory Manual: A Handbook of Procedures for Inventory Control of Government Furnished Equipment*. The *MIM* should be consulted to establish these files.

2.1D Cancelled File

Purpose: To store the patron folders and certified applications for the minimum time after a patron is designated as "inactive"; to store records of patrons transferred to another library.

Equipment: The file is kept in standard file cabinets which will hold 9½" x 11½" file folders, approximately 400 per drawer.

Contents: This file contains all information about an inactive patron: application for service and patron folder.

One folder marked "Transfer" contains the pink copies of the Transfer Form (LC 73-124) of patrons who have moved and a statistics tally sheet.

Organization: The ALA *Standards* specify that the certified application be kept for one year after a patron cancels the service. Evidence of eligibility must be kept for five years (Standard 4.3.2.1.6).

The Cancelled File is divided into five sections. The first section is for the current year; the remaining four sections are assigned to each of the preceding four years. File the "Transfer" File in the front of the section for the current year.

When a patron cancels the service or is declared to be inactive, the patron folder is taken from the Active Patron File and his or her General Correspondence File is also removed. The application for service is taken from the General File and put into the patron folder. All other contents of these two files, such as mailing envelopes, letters, or notes, are discarded. The patron folder is then filed in the section of the Cancelled File for this year. As in the other files, the folders are in alphabetical order by patron last name. Institutions are interfiled.

In April and September when you take the count for active readers, you will include the patrons whose folders are in this year's section (6.1). When you have completed the count, you will move each section back one, create a new first section for the coming year and discard the folders in year five.

2.1E In File

Purpose: To serve as the circulation and inventory control for the circulation system; to act as a file for reserved books.

Equipment: Card trays (available from library suppliers) which will hold one card for each container in the library's collection.

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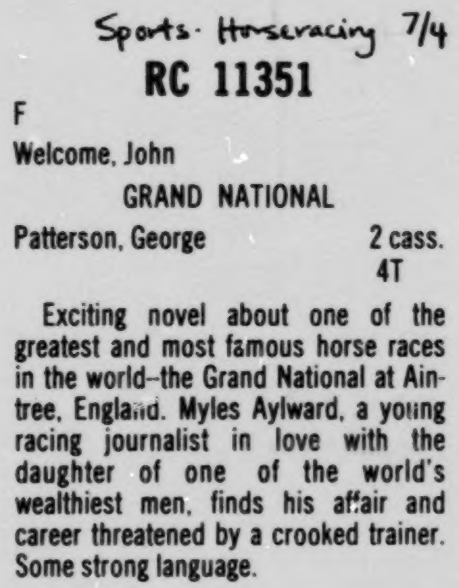
Contents:	The In File is composed of one NLS-produced bookcard for each container in the library's collection and reserve cards for books unavailable for circulation.
Organization:	A detailed description of the In File organization and use is in 2.2 *In File*. Use of the In File for reserves is in 4.5.
Maintenance:	The In File will be continually expanded as new titles are processed and added to the collection. The In File will be weeded when the collection is weeded.

2.1F Subject File of New Books

Purpose:	To serve as a *temporary* aid to book selection by subject until the NLS microfiche is updated.
Equipment:	Card trays such as the trays used for the In File.
Contents:	One or more NLS bookcards for each new title in the collection depending upon the number of subject headings assigned to each title.
Organization:	The bookcards are filed in alphabetical order by the first word of the subject heading.
Maintenance:	When new titles are processed the librarian will assign each title one or more general subject headings. It is most helpful if these subject headings match those on the patron folder (Figure 3A). These will be written on the top of the card above the book number. The date the card is filed in the Subject File of New Books is written in the upper right corner. The cards are filed alphabetically by subject heading. A sample card appears below. Once every 3 months or so as the NLS microfiche is updated, the Subject File should be weeded of all the cards added in the previous 3 months. This should be most of the cards but for very recently issued titles, you should do a spot check of the microfiche to see if the titles are in the microfiche catalog. The bookcards that have been weeded should be added to the Extra Bookcard File.



Sports · Horseracing 7/4

RC 11351

F

Welcome, John

GRAND NATIONAL

Patterson, George 2 cass.

4T

Exciting novel about one of the greatest and most famous horse races in the world–the Grand National at Aintree, England. Myles Aylward, a young racing journalist in love with the daughter of one of the world's wealthiest men, finds his affair and career threatened by a crooked trainer. Some strong language.

2.1G Pending Request File

Purpose:	To maintain a record of books which have been requested on interlibrary loan (ILL).
Equipment:	Two pieces of equipment are needed for this file because the forms involved are two sizes. The first is a recipe card-type file for 3½" x 5" cards. The second is a file which will hold 5" x 8" sheets of paper. For either or both, empty catalog card or shoe boxes may be used since these are temporary files.
Contents:	The library file copy of NLS Forms LC 73-135 and LC 73-121D; a record of requests for books sent to American Printing House or Recording for the Blind or other non-network sources. These

	should be on 5" x 8" index cards with a book number, if known, the author and title, and the name of the patron requesting the item.
Maintenance:	These files are used to record an item requested on ILL from any source in order that follow-up can be made to ensure the item has been sent. When an ILL request is made, file the library copy of the LC form or a 5" x 8" card on which you have written the book number, if applicable, the author, title, and the name of the patron requesting the book. These should be filed in the manner most suitable to the library, i.e., by patron name, book number, or date of request.

When you receive the copy of the LC form which indicates the action taken in the request, pull the library copy and discard if the request has been filled or replace it with the action copy depending upon the response to the request. When a response is received from a non-network source, pull the card for that item and discard it if the request has been filled or mark the card with the response to the request.

Approximately every 3 months the file should be weeded for follow-up. If no response to the request has been received, contact the source to determine the current status of the request.

See the *Network Library Manual* section on ILL for further details.

2.1H Shelf List File

Purpose:	To maintain a record of all the titles and number of copies of each title in the library collection.
Equipment:	Card trays such as those used for the In File.
Contents:	One NLS bookcard for each title in the library collection.
Maintenance:	When new titles are processed, one card for each new title is added to the shelf list for an inventory record. The number of copies received is written in the upper left corner of the card. The cards

are filed in numerical order in the card trays. Two files are maintained: one for recorded material (RC and RD) and one for braille.

When a copy of a book is discarded because of damage or lack of use, or more copies are added, the number on the shelf list card should be changed to reflect the actual number of copies in the collection.

2.1J Extra Bookcard File

Purpose:	To store extra NLS bookcards.
Equipment:	Boxes or card trays which will hold NLS bookcards.
Contents:	All extra NLS bookcards not used for the In File, Shelf List, or Subject File.
Maintenance:	After the cards have been added to the In File, Shelf List, and Subject File, all of the remaining cards are filed in numerical order in card trays or boxes. The extra cards will be used to replace lost or worn out cards. Keeping the extras in the library makes replacement quick and easy. Those which the library does not have can be requested from NLS.

The In File contains:

- NLS-produced bookcards for each RC, RD, BR, and BRA container in the collection
- Reserve cards for books on loan but wanted by another patron

The In File(s) is the key to circulation and inventory control in the circulation system. It consists of one bookcard for each *container* in your library's collection. The In File for recorded materials is an integrated file; that is, RC and RD cards are filed together for ease of book selection. A similar file is maintained for braille collections. BR and BRA cards are not interfiled with the recorded material in order to minimize the size of the files. When you use either In File, you know that if there is a card in the file for a book, that book should be on the shelf and available for circulation.

Setting Up the In File

If your library is using this In File for the first time there are several steps to set up the file. The ease with which the In File can be set up will depend upon your current system and the availability of NLS bookcards in your library.

A. Inventory the library's collection by comparing the shelf list or your current inventory list with the containers on the shelves and justify the two. This means you should check the number of copies and containers your library originally received of each book and be sure you still have the same number as is listed on the shelflist card. Some copies may have been lost, damaged, or weeded from the collection.

B. Check the number of copies of books in circulation if your current system allows this to be done. This will supplement the information in A. When you have completed this you will have a count of the number of containers in your collection plus the number of copies per title. The number of containers is the number of bookcards you should have. The number of copies per title should be entered on the shelflist card.

C. You will need to have one NLS-produced card for each container in your collection. Two cards usually accompany each new book. The completion of this step depends upon your current use of the bookcards and the availability of extra cards in your library or at NLS in the Materials Management Unit.

C.1 If you have kept one card in the container for browsing purposes, the easiest way to set up the In File is to remove these cards and use them for the In File. This will not deprive the patron of any information since the card is sent with the book for circulation. If you pull these from containers on the shelves, keep them in numerical order. This will make step "D" easier.

C.2 You may be able to create an In File if you have kept any extra cards sent with the books. Use the extra cards to create the In File and supplement these with available cards from NLS or other libraries.

C.3 If you have never used the bookcards except for scratch cards, you will have the most difficult time creating an In File. You will need to rely on NLS supplies or unused cards from other libraries. The time involved to collect the cards will be extensive. You can also create the cards you need using scratch cards.

The physical facilities of your library, that is, the number of work stations and reader's advisors, size of the book collection, number of copies you receive of each book, and circulation per day will determine the number of In Files you will need for recorded materials and braille. An experienced reader advisor can circulate between 150-200 books per day* depending upon the number of individuals who need special attention. The *Standards* also give guidance on the number of staff needed per library. Each reader advisor should have an In File at which to work.

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* This is a ballpark figure based on observation in the libraries visited as part of this study, circulation statistics compared to staff size, and discussions with regional librarians. It should be used only as an estimate.

D. When you have assembled one card for each container in your collection, you are ready to file the cards. They should be filed in standard card trays which are available from library suppliers (Demco, Brodart, Gaylord, etc.). Determine the number of In Files you need and divide your collection's copies accordingly. The cards for books of which you have only one copy should be filed in one of the In Files so the reader advisors do not have to search all the In Files for those books.

E. Filing

  a. File all cards consecutively in numerical order from front (end closest to you) to back of the tray.

  b. All RC and RD cards are integrated in the same file. For numbers which are both RC and RD, file the RC cards first.

  c. The cards for books which need more than one container, and therefore more than one card, should be filed in sets: all cards needed to make a complete copy of the book should be kept together. See Figure 2.2A. This shows a card file with two copies of RC 11336 (A&B) and how the cards should be filed.

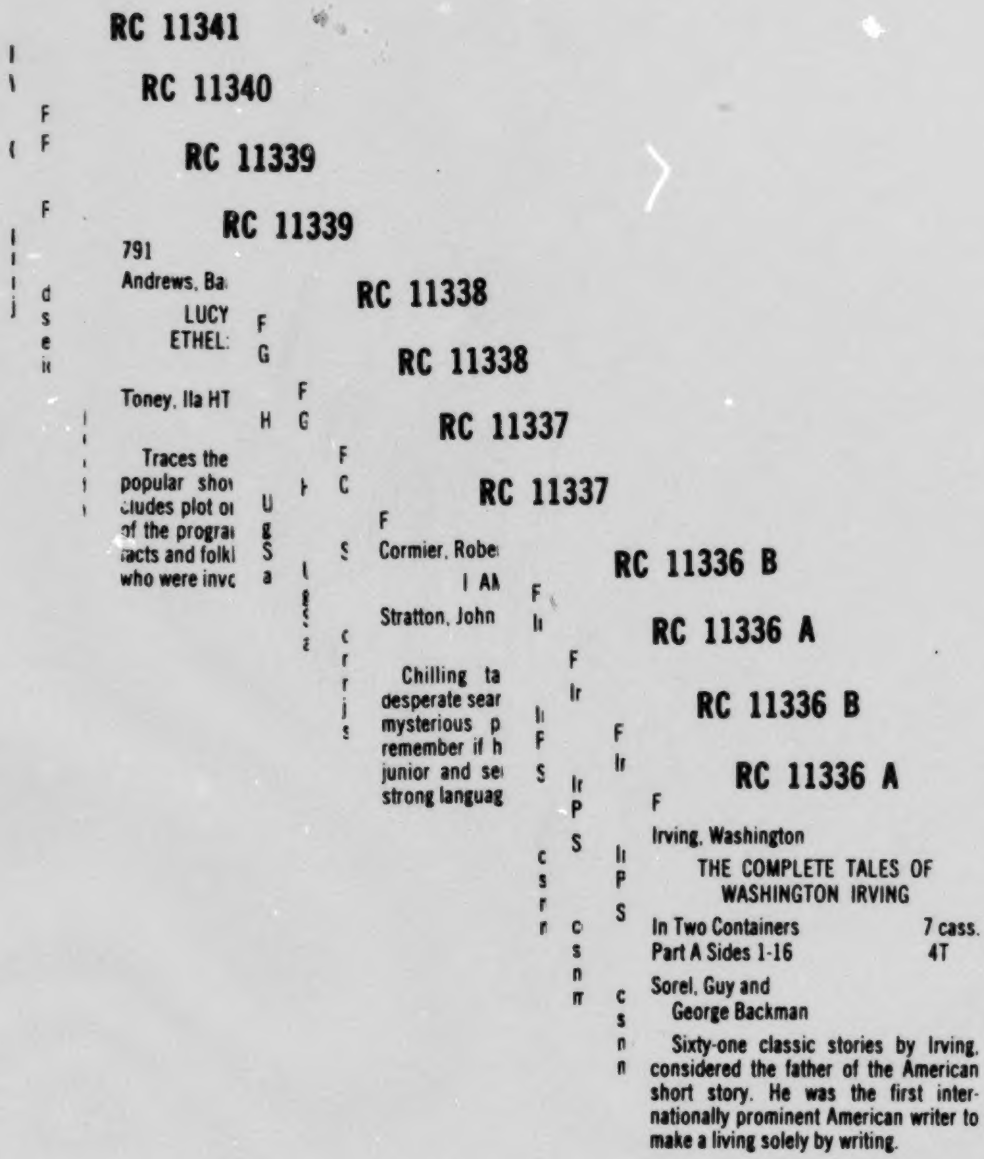
  d. Juvenile and adult and non-fiction and fiction are all filed together in the In File.

  e. The braille In File follows the same filing procedures. It is especially important to keep the cards for all volumes of each book together in the In File so a patron gets all the volumes to make a complete copy.

Reserve Cards in the In File

The In File also contains cards for books that are in demand and therefore, on reserve. These cards are made by a reader advisor when a book is not available (see 4.5 *Reserves*). They have a wide band of red at the top. After a card is made up according to steps in 4.5, file it in proper numerical order in the In File.

FIGURE 2.2A FILING CARDS IN THE IN FILE:
BOOKS WITH MORE THAN ONE CARD



RC 11341

RC 11340

RC 11339

RC 11339

791

Andrews, Ba

LUCY
ETHEL:

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who were invc

RC 11338

RC 11338

RC 11337

RC 11337

F

Cormier, Robe

I AM

Stratton, John

Chilling ta
desperate sear
mysterious p
remember if h
junior and se
strong languag

RC 11336 B

RC 11336 A

RC 11336 B

RC 11336 A

F

Irving, Washington

THE COMPLETE TALES OF
WASHINGTON IRVING

In Two Containers 7 cass.
Part A Sides 1-16 4T

Sorel, Guy and
George Backman

Sixty-one classic stories by Irving, considered the father of the American short story. He was the first internationally prominent American writer to make a living solely by writing.

Re-Filing Cards in the In File

When all daily book returns have been checked in for a given day, you will re-file the bookcards in the In File. Do this in the following sequence:

A. Put cards in numerical order.

B. File cards in In File according to Step E in *Setting Up the In File*.

C. As you re-file, check for returned books which have reserve cards (red marking at the top) in their place in the In File. If you find one, pull reserve card and paper clip it to the returned bookcard.

D. Set the reserve card and bookcard aside. You will pull the folder of the next person on the reserve list when you fill patron requests (4.5 *Reserves*).

2.3 Setting Up the Calendar Register of Patrons

To set up the Calendar Register of Patrons you need the following:

- Three ring binder

- 8½" x 11" sheets of paper (three-hole punched)

- Index sheets (heavy paper with a plastic index tab on the edge)

- Access to photocopy machine

The Calendar Register of Patrons is used in all libraries whether or not the library has calendar patrons. The Calendar Register of Patrons has several uses:

- To record calendar patrons on the days they receive books
- To remind staff to follow-up on all new patrons 3 months after service is started
- To indicate when service should be resumed for temporary hold patrons
- To indicate when service ends or should be followed up for temporary patrons
- To record when deposit collections are to be rotated and when a reminder letter is to be sent

The Calendar Register is kept in a three-ring notebook. The notebook is divided into two parts:

- Day Register
- Date and Calendar Register

You create the original pages using the masters in Appendix 8. The Calendar Register should be revised annually.

Setting Up the Day and Date Calendar Registers

The first step in setting up the Calendar Register is to photocopy enough master pages for each day and date of the month. Depending upon how many days a week your library is open this would be between 35 and 37 (one for each date in the month would be 30* pages plus one for each day of the week you are open). If you have more than 69 patrons on any one day or date you will need more than one page for that day or date.

The next step is to set up one page for each work day that you are open (Sunday through Saturday) and each day in the month (1 through 30). Record the day or date in the box in the lower right hand corner of the page (Figure 2.3A).

Once you have prepared all the pages, you will write each patron's name on the days or dates he or she receives books.

A. Pull the patron folders of calendar patrons.

B. Check line 9 for frequency of service. This will tell you where to enter the patron's name, either the day or date register.

C. Write the patron's last name on the days or dates he or she receives service. If you have more than one patron with the same last name, write the first initial also.

For example, patrons who receive books every Tuesday will be written on the "Tuesday" page (Figure 2.3A). Patrons who receive books on the 1st and 15th of the month will be recorded on "date" pages.

NOTE: The day register is for patrons who receive books every week on the same day. For patrons who receive books less frequently, choose the appropriate number of *dates* which will satisfy the patron's wishes. In other words, if a patron wants service every other week, choose two dates which will generally fall within that time, such as the 1st and the 15th.

D. You can now put the pages in the notebook. Put the day register in front of the date register. Separate the two with an index sheet.

NOTE: Patrons who do not specify a preference for type of service should be set up as turnaround patrons.

---

* For the Calendar Register all months have 30 days. This eliminates having to do a lot of shifting for those patrons who would receive books on the 31st one month and the 30th another. February is still different but fill the patrons' requests for the 29th on February 28th and for the 30th on March 1.

Setting Up the Calendar for Follow-Up on Patron Service

The Calendar is used for follow-up on the various services and for deposit collection scheduling. The Calendar is kept in the date register, in the far right hand column or on an additional calendar page if you have more than 15 follow-up patrons on any one date.

When a patron is registered for service you will enter his or her name on the appropriate date for follow-up (3.1, 3.6). Other patrons' names will be written on the calendar for various reasons. You write the patron's name in the far right hand column. Put the number of the month (use the codes in 4.3) the action will be taken in front of the person's name. Enter the appropriate code to indicate the reason the patron is on the calendar behind the patron's name. The codes are:

FOL = Follow-up
TEM = Temporary patron follow-up
RES = Resume service (5.4)
DEP = Deposit collection letter (3.4; A3.12)

When you see a name with a code, you know that some action must be taken that day for that patron.

A filled in calendar day could look like the one in Figure 2.3B.

There are 18 calendar patrons on this day and five entries which may need some type of action. During the months indicated (2, 4, 6), St. Vincents will receive the letter about deposit collection (A3.12). On August 15, Patton would need follow-up (3.6). On October 15, Harris would need follow-up, and Morris, a temporary patron, should be called to determine if he or she still needs the service (3.6). On March 3, Veith resumes service after a temporary hold.

NOTE: If a deposit collection receives books every month, write "all" in the month column rather than every month code.

FIGURE 2.3A DAY REGISTER: TUESDAY

Anderson
Coleman
Davidson
Herman
Johnson
Kleland
Moore
Samuel
Walker
Williams, A.
Williams, L.
Zell

TUESDAY

FIGURE 2.3B FILL IN DATE REGISTER

			Months	Name	Action
Alexander			2,4,6	St. Vincents	DEP
Butler			8	Patton	FOL
Darke			10	Harris	FOL
Clark			10	Morris	TEM
Franklin			3	Veith	RES
Hamilton					
Isaac					
Jones, M.					
Jones, W. B.					
Jones, W. A.					
Newby, D.					
Newby, K.					
Summit					
Thomas					
Underwood					
Elsmore			15		
Phillips					
Casey					

3. Establishing and Maintaining Patron Records

This section describes the process of registering a patron for service once the application for service is approved. It includes procedures for establishing the patron records, adding the patron to the mailing list system, and assigning machines. The initial shipment of books and equipment is explained and a guide for an introductory telephone call is included. Follow-up on patron service is explained. Procedures for cancellation of service are also in this section. Figure 3A shows the front of the patron folder and one side of the interior.

Deposit collections are treated as individual patrons except that all deposit collections receive books on a calendar basis. This keeps the deposit collections up-to-date and offers the library better control over these collections. A regular schedule of exchange is recommended in the procedures for deposit collections.

Individual libraries should examine the forms and procedures and adapt them to local use. For example, a library may need to indicate additional data on the address plate or to collect additional statistics. All adaptations or changes should be documented and added to this *Handbook* in order to insure that all staff members know and use the same procedures.

FIGURE 3.1A PATRON FOLDER (Not Actual Size)

5. Date service initiated: __ __ __ (yy mm dd) Date cancelled: __ __ __ (yy mm dd) Reason: ____________

18. Active Reader

6.

16. Remarks:

19. Machine Records (Optional)

	Date Sent			Date Returned		
	yy	mm	dd	yy	mm	dd
Machine # or Accessory						

7. Handicap: BL VH PH RD

8. Phone: Work ( ) ___-____
Home ( ) ___-____

9. Frequency of Service:

10. Date of Birth: __ __ __ (yy mm dd)

11. Sex: M F

12. Veteran: Yes

13. County: ____________

14. Contact Person: ____________

15. Reading Interests

Fiction	Non Fiction
Bestsellers	Biographies
Classics	History
Historical Novels	Travel
Romance	Religion
Westerns	Nature
Mysteries	Politics
Family Stories	Sports
Adventure	Humor
Short Stories	Health (BPH)
Plays	Music
Poetry	Business
War	Cooking
Science Fiction	Psychology
Animals	Black Literature
Sea	Occult
Gothic Novels	Bestsellers
	Philosophy

☐ No explicit sex
☐ No violence
☐ No rough language
Reading level
Bible version
Foreign languages
Narrator preference

17.

Magazines (Code)	Date Started			Date Cancelled		
	yy	mm	dd	yy	mm	dd

2. Adult Juvenile

3. RD RC OR BR LT OT

4. Type of Service
T BOD
C MO

In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	
																														01
																														02
																														03
																														04
																														05
																														06
																														07
																														08
																														09
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																														36
																														37

3.1 Setting Up Patron Records

To set up a patron's records, you need the following:

- Patron's application for service
- Blank patron folder (Figure 3A)
- Blank manila folder
- Self-adhesive file labels
- Label maker*
- Blank mailing envelopes

You will set up two folders for a patron who receives recorded material; one is the printed patron folder and the second is a general folder which will contain the original application and any correspondence received from that patron. The only extra items the patron folder contains are a bundle of extra mailing envelopes and temporary address plates.

NOTE: A patron who receives both braille and recorded material will have two *patron* folders but only one general folder. Braille circulation is described in 4.4.

A. Type the patron's name on two self-adhesive file folder labels. The last name should be typed first.

B. Attach one label to the blank folder and one to the patron folder. The label should be placed in the upper left hand corner, line 1 on the patron folder. For the blank folder, place the label on the position tab.

C. Set aside the blank folder until the completion of the other steps in this procedure.

D. Fill in the information on the patron folder. To do this you transfer the information from the application to the appropriate line on the patron folder. The information may be incomplete. You will be able to collect the information you need when you telephone the patron to welcome him or her and to explain the service (3.5).

---

*This system recommends that the library use a label addressing system which makes plastic credit card-type master plates. For recommended systems, see A1.

The numbers in this step refer to the numbered items on the patron folder.

1. Place file label with patron name here.

2. Circle adult or juvenile (under 13 is juvenile).

3. Circle each format of material the patron requested. The codes are printed on the folder tab:

    RD = Recorded disc
    RC = Recorded cassette
    BR = Braille
    OR = Open reel
    LT = Large type
    OT = Other (such as cassette-braille, local collections, etc.)

4. Circle the type of service a patron receives. The codes and explanations are:

    T = Turnaround. The patron receives books on a one-for-one basis. An original shipment of an agreed-upon number of books is sent, then as a book is returned, another book is sent.

    C = Calendar. The patron receives a set number of books on a particular day.

    BOD = Books on Demand. The patron receives books only when he or she asks for them.

    MO = Magazines Only. The patron does not receive books, only magazines.

    If the patron has no preference, select turnaround.

NOTE:	Do not confuse "BOD" with those patrons who wish to receive *only* books he or she requests. In the case of BOD, it is a time period; that is, the patron does not receive books unless he or she asks that books be sent. It should be noted in block 16 if the person is a "request only" patron; that is, he or she wants books sent regularly but wants *only* requested books. No selections will be made by the library staff.

5. On line 5 write today's date next to "Date Service Initiated." Use the following number codes for months:

January	01	July	07
February	02	August	08
March	03	September	09
April	04	October	10
May	05	November	11
June	06	December	12

   Record days as two digits. Days 1 - 9 should have 0 in front of them.

   Use last two digits of the year.

   A folder set up April 3, 1980 will look like this:

   Date service initiated $\underset{\text{yy}}{\underline{80}}\ \ \underset{\text{mm}}{\underline{04}}\ \ \underset{\text{dd}}{\underline{03}}$

6. Make a master plate for the mailing label. Attach the plastic plate in block 6 using double-faced tape or the manufacturer's recommended method.

   The label should include name, address, zip code, and the code for type of service from line 4.

   It will look like this if Mrs. Smith is a turn-around patron:

   MRS. MARY A SMITH T
   1234 MAIN STREET
   CITY, STATE ZIP CODE

   Address 12 envelopes for each patron. Put a rubber band around them and put the bundle in the folder.

7. Circle handicap code on folder. It should match the one(s) marked on the application. Codes are:

   BL = Legally Blind
   PH = Physically Handicapped
   VH = Visual Handicap
   RD = Reading Disability

8. Record both the work and home phone numbers of the patron. The area code is in parentheses. If all patrons live in the same area code, you need only record the phone number.

9. Frequency of service means how often the patron receives books if the person is a calendar patron. Write in the day of the week or date of the month that patron receives books. In parentheses, write the number of books per shipment.

   If the patron receives five (5) books every Wednesday, it looks like this:

   Frequency of service: Wednesday (5)

   If the patron receives eight books on the 1st and 15th of the month, it looks like this:

   Frequency of service: 1 and 15 (8)

10. Record date of birth using same month, day, and year codes as in line 5. Mrs. Smith was born August 8, 1904.

    Date of Birth: 04 08 08
    yy mm dd

11. Circle M if patron is male; F if female.

12. If the patron is an honorably discharged veteran, circle yes. Otherwise, make no entry on line 12.

13. Fill in the name of the county in which the patron lives. If all patrons are residents of one county, no entry is necessary on line 13.

14. Fill in the name of the person designated by the patron as a contact person. This may not be on the application form but when you call the patron, ask if there is someone to contact if the patron cannot be reached due to his or her work schedule or another reason.

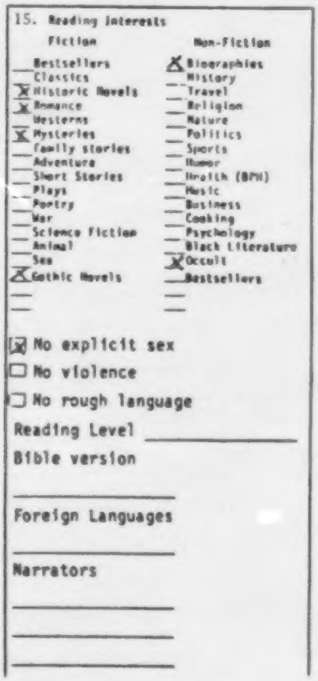
15. If the patron filled in the reading interests on the the application, proceed with this step. If not, when you call the patron to explain the service (3.5), ask about reading interests to complete this item.

In block 15 put an "x" by all reading interests that the patron indicates.

Put an "x" in boxes for the restrictions on what is selected if patron indicates these preferences (no sex, violence, and so on).

If you know from the application or the telephone interview, indicate the patron's preference for Bible version, foreign languages, or narrator(s).

When complete, block 15 will look like the example below:



15. Reading Interests

Fiction

___ Bestsellers
___ Classics
X Historic Novels
X Romance
___ Westerns
X Mysteries
___ Family stories
___ Adventure
___ Short Stories
___ Plays
___ Poetry
___ War
___ Science Fiction
___ Animal
___ Sex
X Gothic Novels
___
___

Non-Fiction

X Biographies
___ History
___ Travel
___ Religion
___ Nature
___ Politics
___ Sports
___ Humor
___ Health (BPH)
___ Music
___ Business
___ Cooking
___ Psychology
___ Black Literature
X Occult
___ Bestsellers
___
___

☒ No explicit sex
☐ No violence
☐ No rough language

Reading Level ______________

Bible version
____

Foreign Languages
____

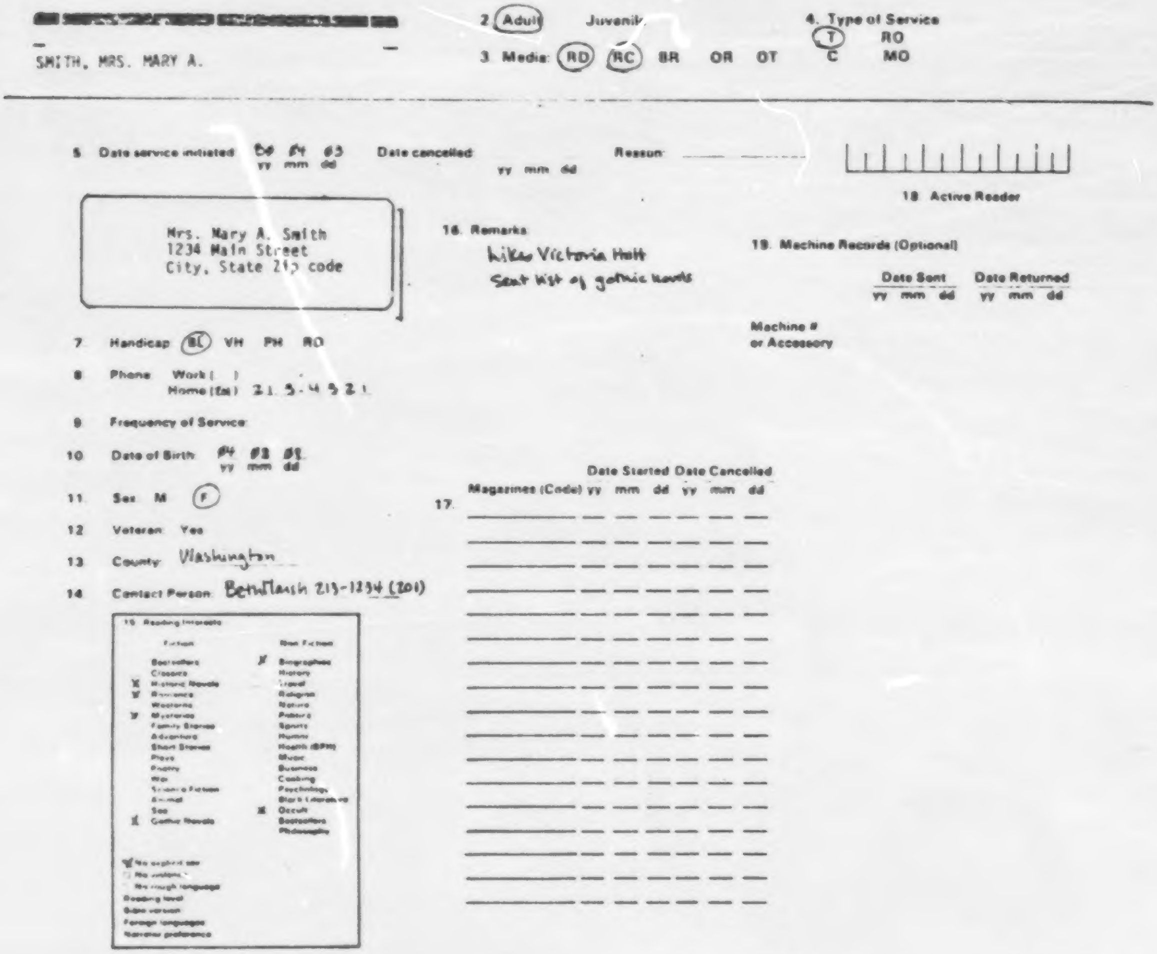
Narrators
____
____
____

16. Any other information about the patron, such as favorite authors or catalogs sent, can be recorded in block 16, "Remarks."

    Write *request only* in block 16 if the patron wishes to receive *only* books which he or she selects.

    A folder completed to this point will look like this:

FIGURE 3.1B PARTIALLY COMPLETED PATRON FOLDER



[redacted]

SMITH, MRS. MARY A.

2 [✓ Adult] Juvenile

3 Media: [✓ RD] [✓ RC] BR OR OT

4. Type of Service [✓ T] RO C MO

5 Date service initiated 84 04 03 (yy mm dd) Date cancelled (yy mm dd) Reason:

18 Active Reader

Mrs. Mary A. Smith
1234 Main Street
City, State Zip code

16. Remarks
Likes Victoria Holt
Sent list of gothic novels

19. Machine Records (Optional)
Date Sent (yy mm dd) Date Returned (yy mm dd)
Machine # or Accessory

7 Handicap [✓ BL] VH PH RO

8 Phone Work ( )
Home (Em) 215-4521

9 Frequency of Service:

10 Date of Birth 04 02 01 (yy mm dd)

11 Sex M [✓ F]

12 Veteran Yes

13 County Washington

14 Contact Person Beth Marsh 213-1234 (201)

17.

Magazines (Code)	Date Started yy	mm	dd	Date Cancelled yy	mm	dd

NOTE:	Other numbered items are completed in later procedures.

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E. Write patron's name on calendar register (3.6) three (3) months from today so follow-up can be done.

F. Line 18, "Active Reader," has six sets of two boxes each (12 boxes). Under the first set to the left, write the last two digits of this year. Under the next set of two boxes, write the last two digits of next year. Complete the line by entering the subsequent years under each set of boxes. You will have the last two digits of this year and the next five years under the boxes. It will look like this if you set up this folder in 1980:

80 81 82 83 84 85
18. Active Reader

You use this line when you count active readers for statistics twice a year, in April and in October.

When you set up a new patron's file and send the first books, you will mark one of the boxes for this year to indicate that the patron is active (received at least one book) during the six months. If you set up a patron between October 1 and March 31 put an "x" in the first box. If the patron is set up between April 1 and September 30, put an "x" in the second box. At the end of the year there should be an "x" in only *one* box.

NOTE: When all the boxes are filled in, put a self-adhesive label over line 18 and draw in lines to create new boxes and write in the years. You will do this every six years.

G. Put the original certified application in the general folder.

H. File the general folder in alphabetical order by patron's last name in the general file.

I. Count new readers for statistics.

J. If the patron has sent a list of requested books, record these numbers on the inside of the patron folder according to 4.1.

K. Proceed to 3.2 *Comprehensive Mailing List System* and 3.3 *Machine Assignment*.

3.1 Continued

Procedures Related to Setting Up Patron Records

3.3 Machine Assignment

3.4 Deposit Collections

3.5 Initial Shipment to Patron

3.2 Comprehensive Mailing List System

4.1 Recording Patron Requests

2.3 Setting Up the Calendar Register

4.4 Braille Circulation

A1 Label System

2. Files

A6 Flow Diagrams

6. Statistics

3.2 Comprehensive Mailing List System and Magazine Subscriptions

To add patrons to the mailing list and to enter magazine subscriptions, you need the following:

- Patron's application for magazines
- Patron folder
- *Comprehensive Mailing List System (CMLS) Handbook*

Each patron is added to the NLS Comprehensive Mailing List System when the patron is registered to receive service. *All patrons are added to the CMLS whether or not they receive magazines.* To do this, follow the instructions stated in the *Comprehensive Mailing List System (CMLS) Handbook.*

Magazine subscriptions are also entered into the *CMLS* according to the instructions in that manual.*

Your library may include the magazine requests on the application for service. If it does not, the patron should be sent the application your library uses. When it is returned, enter the subscriptions.

A. Write the magazine title on the patrol folder in block 17, including *Talking Book Topics* and *Braille Book Review.*

B. Put publication code from *CMLS* in parentheses (page 171 in *CMLS).*

C. Write the date the subscription is entered using the same year, month, and day codes used in line 5 (3.1).

If a patron receives *Talking Book Topics* on flexible disc, *Music Journal* and *Science Digest*, the folder will look like this:

Magazine (Code)	Date Started yy	mm	dd	Date Cancelled yy	mm	dd
TBT (TBT4)	80	04	03			
Music Journal (MSJ4)	80	04	03			
Science Digest (SD11)	80	04	03			

---

* At the time that the *Manual Circulation Handbook* was prepared, only *TBT* and *BBR* were in the *CMLS*. Eventually all magazines will be in the system.

The patron may receive the same magazine in different formats. If so, write the title twice with the appropriate publication code.

D. Enter the titles of locally produced magazines which the patron receives.

E. Count new magazine subscriptions for daily statistics.

Procedures Related to *CMLS Handbook* and Magazine Subscriptions

3.4 Deposit Collections

6. Statistics

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3.3 Machine Assignment

To assign machines to a patron you need the following:

- Patron folder
- *Machine Inventory Manual: A Handbook of Procedures for Inventory Control of Government Furnished Equipment* (*MIM*)

A. Follow procedures in *MIM* for assignment and record keeping for the machines.

NOTE: Recording the machine record information on the patron folder is optional since the *MIM* specifies files for these records. However, it is recommended that this be done to provide a single access to all of the patron's records.

B. Once a machine (or machines) has been assigned to the patron, record the serial numbers for each machine in block 19 on the patron folder. Enter the appropriate prefix (TBM or CBM) and the serial number.

C. Record today's date under "Date Sent," using the same year, month, and day from line 5 (3.1).

If the patron is assigned both a record player and a cassette player on April 3, 1980 the folder will look like this:

Machine Records

		Date Sent			Date Returned		
		yy	mm	dd	yy	mm	dd
TBM#	A-78 42	80	04	03			
CBM#	C-78 92	80	04	03			

D. If the patron requests any accessories such as a pillow-phone or headphones, record these in block 19. Record date sent as above. No serial number for an accessory is necessary; just enter its name.

The folder will look like this if the patron received a pillowphone:

Pillowphone	80 04 03

Be sure you have completed procedures in the *MIM*.

E. Count the machines assigned for daily statistics.

NOTE: This section does not apply to regional libraries which are *not* machine lending agencies. These libraries should develop formal channels of communication and procedures to accommodate the local requirements and add the procedures to this *Handbook*.

3.4 Deposit Collections

To set up a deposit collection you need the following:

- Application for service from the institution
- Blank patron folder
- Label maker*
- Blank manila folder

Deposit collections are small collections of books that your library provides to institutions such as nursing homes or hospitals. The books are circulated within the institution and the collection is exchanged regularly for new books. For individual patrons who live in nursing homes or other group residences, follow procedures for individuals (3.1).

Folders for deposit collections are set up the same way as for individuals except for some minor differences (3.1).

The numbers in this procedure refer to the numbered items on the patron folder.

A. Type the institution name on two self-adhesive file labels. Skip several spaces to the right and put an institution code on the same line. Institution codes are:

   LIB = Public libraries (not subregionals)
   BPH = Schools for blind and physically handicapped
   PPS = Public or private schools (elementary and secondary)
   HOS = Hospitals
   NHO = Nursing homes
   OTH = Other

B. Attach one label to the blank folder for the general file and one label to the patron folder. Follow step B in 3.1.

C. Set aside blank folder until the completion of the other steps in this procedure.

---

*This system recommends that the library use a label-addressing system which makes plastic credit card-type master plates. For recommended systems, see A1.

D. Fill in the rest of the information on the patron folder. Follow the steps in 3.1 to complete each of the numbered items.

   1. Place file label here.

   2. Circle adult or juvenile, or both, on item 2 depending on the age of the residents of the institution.

   3. Circle the format code for each type of material the collection receives. Codes are in 3.1, line 3.

   4. Circle "C". All institutions will get new books on a calendar basis.

E. Make a master plate with name and address of the institution with code C for calendar (3.1, line 6). Attach in block marked 6 according to the manufacturer's instructions, or using double-faced type.

F. Fill in lines 6 - 14. These are completed the same way for institutions as for individuals (3.1, lines 6 - 14).

G. Add institution to Comprehensive Mailing List according to *CMLS Handbook* (3.2).

H. Record magazines and publications codes in block 17. Follow *CMLS Handbook* to enter magazine subscriptions, including *Talking Book Topics* and *Braille Book Review*.

I. Assign machines according to *Machine Inventory Manual* (3.3). Record machine numbers and accessories in block 19 on folder (3.3 - optional).

J. Enter the institution's name on the calendar patron register (2.3) in two places: the date the next shipment is due to be sent and a date two weeks *before* the shipment is due to be returned to the library.

K. Put an "x" in the appropriate box on line 18 to indicate an active collection (3.1).

L. Put applications in general file; file in Correspondence File.

M. Count new deposit collections for statistics.

N. Proceed to 3.2 *Comprehensive Mailing List System* and 3.3 *Machine Assignment*.

Circulation to Deposit Collections

A. Two weeks before the collection is scheduled for an exchange of books, send Letter A3.12 to deposit collections to alert them to the need to return the books for exchange.

B. Follow book selection procedure (4.6) on the day books are to be sent to the institution.

C. Record book numbers and dates as in 4.3 *Book Check Out.*

NOTE: In some cases, a staff member from the institution will select the books at the library so no mailing labels are needed. In other cases, a library staff member will deliver the books and change the collection.

Procedures Related to Deposit Collections

3.1 Setting Up Patron Records

3.3 Machine Assignment

3.2 Comprehensive Mailing List System

6. Statistics

3.5 Initial Shipment

2.3 Setting Up Calendar Register

4.4 Braille Circulation

4.1 Recording Patron Requests

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3.5 Initial Shipment to Patron/ Telephone Guide

To send the initial shipment of books and equipment, you need the following:

- Patron folder with telephone number
- TB and/or CB machine
- Catalogs (locally produced or NLS), subject bibliographies, etc.
- Welcome letter (A3.2)
- Talking books and/or cassette books and/or braille books

Once a patron folder is set up for a new reader and a machine(s) assigned, a selection of books will be sent along with the machine so that the patron can begin to use the service immediately.

All new patrons should be telephoned so that you can explain the details of the service and answer any questions the patron might have as recommended in the *Standards*. The time to do this is after the patron folder is set up and before the initial shipment of books is sent. This will enable you to complete the information on the patron folder and ask the patron preferences for book titles to be sent in the first shipment. The following topics should be discussed in the conversation:

- Details of patron service such as number of books per shipment and type and frequency of service the patron selected
- Reading interests
- Method of delivery of first shipment of books and machines (mail or personal delivery)
- Any information needed to complete the patron folder
- The importance of each person sending in book requests
- Details of the program, such as reading at least one book a year to be eligible
- The need to indicate the five "most wanted" books on the order (*TBT/BBR*) forms or other request lists.
- If a patron should contact another agency (e.g., machine lending agency) for particular problems,

when you make the telephone call you should have the patron's folder in front of you. This will help you to include all the points in the conversation. You should also have the telephone checklist (Figure 3.5A) to record any patron questions or reading preferences. When you complete the call, follow-up on questions and then file the sheet in the General File.

FIGURE 3.5A TELEPHONE CHECKLIST

CHECK OFF EACH QUESTION AFTER IT HAS BEEN ASKED

(1) We would like to confirm that you wish to receive ________ (number) of books every ________ (frequency).

(2) What topics or types of books do you especially like to read?

(3) We plan to deliver your books and machines ________ (how) the first time. Will that be suitable to you? After the first shipment, everything will be sent by mail.

(4) I would like to complete our records. (Ask any items you need for patron folder.)

(5) It's important that you send a book request so you get what you want to read. There are forms for this *TBT* and *BBR*. If you would circle the five you want to receive first it will help us.

(6) Let me explain the details of the program to you. (Briefly outline the one book per year requirements, etc.).

(7) If you need a new machine or needle, please call ________ (Library or Agency) at ________ (Phone Number).

(8) Do you have any questions?

A. Depending upon type of service (T, C, or BOD) that the patron receives and the number of books the patron will receive each time, select books to send with the machines. If possible, send the books or subjects the patron indicated in the telephone conversation, otherwise follow the procedures in 4.6 *Book Selection*.

B. Follow check-out procedures (4.3).

C. Select NLS or locally produced catalogs and subject bibliographies from those you have available which meet the reading interests indicated in block 15. Put the catalogs in a mailing envelope. You should also send recent issues of *TBT* and *BBR* as appropriate.

D. Prepare address labels for each machine box and envelope of catalogs.

E. Prepare welcome letter (A3.2).

F. Attach one address label to machine box(es) and follow other procedures for mailing machine(s).

G. Attach mailing label with patron's address to mailing envelope.

H. Mail all items, machine(s), books and catalogs, and the letter on the same day.

NOTE: Some network libraries use volunteers or staff members to deliver machines. If this is the case, all materials (books, catalogs, and welcome letter) should be delivered when the machine is delivered.

NOTE: Libraries which are not machine agencies should coordinate the mailing/delivery dates of the materials and equipment with the machine lending agency. The areas of responsibility of each agency should be explained in the telephone conversation with the patron. Procedures for the coordination should be added to this *Handbook*.

Procedures Related to the Initial Shipment of Books and Equipment to the Patron

4.3 Book Check-Out

3.6 Follow-Up on Patron Service/ Inactive Readers

To follow-up on patron service you need the following:

- Patron folder
- Calendar Register of Patrons
- Letters A3.9 and A3.10
- Telephone

All new patrons and those with changes in service should be contacted to be sure that they understand the service, are happy with the way they receive books, and that, in general, the service is going well. Inactive readers should be contacted to inquire about continued service or return of machines.

Follow-up is a daily activity.

A. When a patron was registered for the service (3.1) you wrote his or her name in the Calendar Register three months from that day. This was to make follow-up easier and consistent for all patrons. Every day when you check the Calendar Register for calendar patrons, you will also check the calendar page for this month and today's date for names with various codes after them (2.3):

FOL = Follow-up
TEM = Temporary patron follow-up
RES = Resume service (5.4)
DEP = Deposit collection letter (3.4; A3.12)

B. Pull patron folders of those names on the calendar marked FOL. Check the patron folder to determine if any of the following have happened:

- The original books have been returned
- Other books have been ordered or sent
- Books are returned regularly

C. If no books have been returned or if no new ones sent, call the patron to see if there is a problem or if the patron wishes to continue service.

3.6 Continued

D. If you can't reach the patron by telephone, send the appropriate letter (A3.9).

E. If patron wishes to cancel the service, follow procedures in 3.7.

F. Pull folders of patrons marked TEM. These patrons should be called to determine if they still need the service. If so, they should become regular patrons. Create a general file folder for this patron (2.1B) and put application in it and file the folder.

G. Pull folders of patrons marked RES. Call patrons to verify that service should be resumed that day. If not, put name marked RES on the calendar on the new day to resume, or three months ahead to re-check.

3.7 Cancellation of Patron Service

To cancel a patron's service you need the following:

- Patron folder
- Statistics sheets
- *Machine Inventory Manual*
- *CMLS Handbook*

You will cancel patron's service if the patron is inactive, deceased, or doesn't wish to receive the service any longer.

A. Pull patron folder.

B. Check to see if all of the books have been returned. Check patron card file to see if machines and accessories have been returned.

C. Try to telephone the patron (or the contact person if patron is deceased) to ask that the books and machines be returned. If you can't reach the patron by telephone, send a letter asking for return of materials and equipment (A3.11).

D. Follow procedures in *Machine Inventory Manual* for recording machine return.

E. Follow procedures in the *CMLS Handbook* to remove patron from mailing list and magazine subscription lists.

F. Pull original application and any correspondence from general file. Put the application inside patron folder if the patron is inactive. Discard any correspondence, envelopes, or other material in the folder. If the patron is deceased, discard the patron folder and general file contents.

G. Write today's date on line 5 next to "Service Cancelled." Use the codes in 3.1. If you know the reason, enter it in line 5.

H. File the inactive patron's folder with the application in the Cancelled File (2.1D) in the current year. Discard or recycle the general file.

I. Record cancelled readers on the Daily Statistics Sheet.

3.8 Magazines - Cancel Subscription

To cancel magazine subscriptions you need:

- Patron folder
- *CMLS Handbook*

A. Follow procedures in the *CMLS Handbook* to cancel a subscription.

B. Record the date the magazine subscription is cancelled in block 17 on the patron folder using same year, month, and day codes as in line 6 (3.1).

If *Science Digest* is cancelled on July 9, 1981, it will look like this on the patron folder:

	Date Started			Date Cancelled		
Magazines (Code)	yy	mm	dd	yy	mm	dd
TBT (TBT4)	80	04	03			
Music Journal (MSJ4)	80	04	03			
Science Digest (SD11)	80	04	03	81	07	09

C. Count cancelled subscriptions for statistics.

The procedures for distribution and control of the materials are in this section. These involve the check-in and check-out procedures, book selection, reserves, damage check and weeding, as well as procedures related to the smooth operation of the system such as the recording of patron requests and communication.

It is recommended that a daily order of work be established and adhered to in order to maintain an efficient system. The order will depend on several local conditions such as when the mail is picked up and delivered. Many activities will take place simultaneously depending upon the number of staff members and each staff member's responsibilities. A suggested order of activities follows. It assumes a morning mail delivery.

1. Incoming mail separated by RC, RD, and BR containers.
2. Check for damage.
3. Apply weeding sticker.
4. Re-shelve books.
5. Send bookcards in envelopes to reader advisors.
6. Check-in books.
7. Re-file cards in the In File.
8. Fill reserves from books returned.
9. Complete book selection and check-out for turnaround patrons.
10. Check Calendar Register for today's patrons and follow-up.
11. Complete book selection and check-out for calendar patrons. Do follow-up.
12. Count bookcards in envelopes for circulation statistics.
13. Send bookcards in envelopes to stock clerks for retrieval and mailing.

Other activities which may occur on a daily basis, such as establishing or changing patron records, follow-up, and transfer, should be included in the daily schedule so that they are completed regularly.

4.1 Recording Patron Requests

To record patron requests you need the following:

- Patron folder
- List of requests from *Talking Book Topics*, *Braille Book Review*, or other source sent or telephoned in by patron
- Red pen

There are two kinds of requests that your library can receive:

1. A request that can be filled any time the book is available
2. A request the patron wants as soon as possible

Patrons should be encouraged to request specific books using *TBT*, *BBR*, catalogs, or other sources. In addition, the patrons should be encouraged to indicate the five books which should be sent as soon as possible. The patrons should be asked to circle the book number on the order form.

Both types of requests are recorded in the same way with one difference. The requests are recorded on the inside of the folder in the section that looks like this:

	In	Out	#	
				01
				02
				03

You are concerned only with the column labeled # when you record a request.

Regular Requests

Requests will come to you in many different ways, including over the telephone. For this example, we will say that the request came in on a *TBT* order form that looked like this:

Adult Nonfiction

☐ RD 11990
☐ RD 12026
☒ RD 12032
☐ RD 12033
☒ RD 13001
☒ RD 13002

Adult Nonfiction

☐ RC 10981
☒ RC 11406
☐ RC 11421
☐ RC 11448
☐ RC 11450
☒ RC 11506

You will record a patron request in the folder using *part* of the RD and RC number and a code for patron request. This code is P = patron request.

To record RD 12032 you will write the following in the column labeled # on the line labeled 32:

P = Patron request
D = Recorded disc
120 = All numbers of the book number except the last two numbers; these are already printed on the form at the right margin.

To record RC 11406 you will write the following in the column labeled # on the line labeled 06:

P = Patron request
C = Cassette book
114 = All numbers of the book number except the last two.

This patron requested two books with book numbers that end in 06. Record the first request in the column labeled # that is farthest to the right. Record the next request in the next column to the left, labeled #.

When all of this patron's requests are recorded, the folder will look like this:

In	Out	#	In	Out	#	In	Out	#	
								PD130	01
								PD130	02
									03
									04
									05
					PC115			PC114	06
									⋮
									31
								PD12C	32
									33
									34
									35

NOTE: Braille requests are recorded the same way using BR to indicate braille and BA to indicate limited production braille. You will have a separate folder for braille patrons (4.4).

Requests to be Filled as Soon as Possible

If this patron has indicated on the *TBT* or *BBR* form by circling the book number or another way that he or she wanted to receive RD 13002 as soon as possible, you will circle it in red. When a person sending books to this patron sees a red-circled book, he or she will know to send that book first, or as soon as it is available. (See 4.5 *Reserves* and in 5.1 *Interlibrary Loan.)*

This is a request wanted as soon as possible, RD 13002. It looks like this on the folder:

In	Out	#	In	Out	#	In	Out	#	
								PD13C	01
								PD13C	02
									03
									04
									05
		PC115						PC114	06
									⋮
									31
								PD12C	32
									33
									34
									35

If books are selected in advance or at the time of check-out by someone other than the patron, for instance by the librarian or reader advisor in your library, no code is needed.

NOTE: This form is designed for NLS numbered material but it can be used for any material that has a number code. Use the form the same way to record patron request but add a prefix to differentiate it from NLS material. For example, MSL - 935 is a Michigan-produced cassette. On the form it would look like this:

In	Out	#	In	Out	#	In	Out	#	
									01
									02
									03
									04
									05
									06
									⋮
									31
									32
									33
									34
								PMSL 9	35

Be sure that each reader advisor knows and uses the same prefix.

4.1A Supplement to Patron Folder

To add supplemental sheets to the patron folder you need the following:

- Patron folder
- Extra sheets of numbers (Appendix 8)
- Transparent tape

Many libraries have very active readers who continually request and/or receive many books. For these patrons it will be necessary to have additional sheets to record the requests and the books sent.

A. When one line is filled up, select the supplemental sheet with that number printed on it (master in Appendix 8).

B. Attach it with the transparent tape on the inside of the patron folder at the spine of the folder. This will create a "book" effect with various pages of lined sheets with the numbers on them.

C. As the sheets and folder are filled, continue to add supplemental sheets but keep the numbers in proper chronological order for easier reference.

NOTE: When you are establishing this system it is *not* necessary to transfer a patron's entire reading history to the new folder. This would be too time consuming. Instead, if your system allows you to identify recently sent in requests or reader advisor selections, record these and concentrate on sending these and recording new requests. If your system doesn't allow this, you will need to keep the old patron records as reading histories. If possible, these should be kept inside the patron folder.

4.2 Book Check-In

To check in returned books you need the following:

- Envelopes and bookcards from the returned books
- Patron folders

All books are checked in using the same steps regardless of the type of service the patron receives (turnaround, calendar, or request only). As you check in the books, you will separate patron folders by type of service before you check out any new books.

NOTE: This procedure appears before check-out in the manual since it would be done daily before any books are checked out.

Before you begin this procedure, you should have received the bookcards in the envelopes from the books returned that day. Stock clerks will pull the envelopes when the mail is delivered and send the cards to the reader advisors.

A. Put all envelopes with bookcards in alphabetical order by patron last name. Each reader advisor will have the envelopes of the patrons for whom he or she selects books.

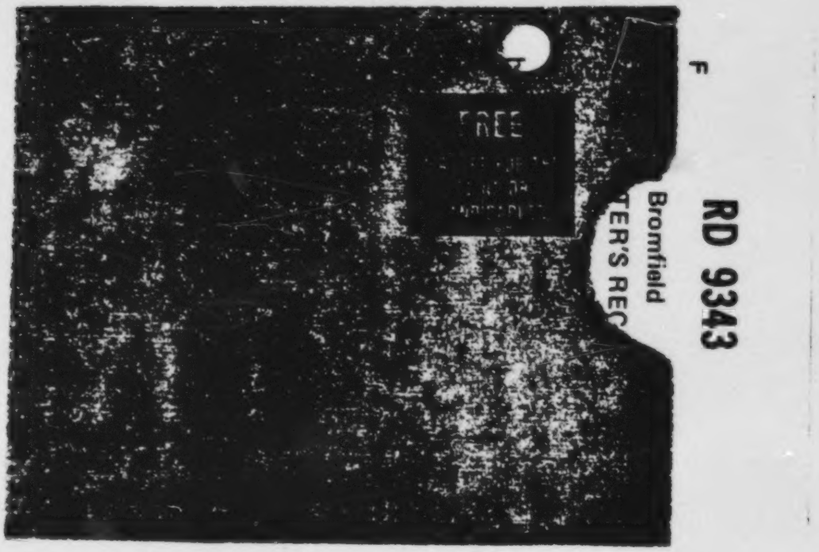
B. Pull each patron folder for which you have an envelope.

NOTE: In libraries with a great many readers, you may wish to do the check-in/check-out procedures in groups, that is, do the first fifty envelopes, then the next fifty, and so on, so you don't have large piles of folders sitting on your desk. You would check the books in, complete check-out procedures for those patrons, re-file the folders, and then do the next group of fifty.

C. Pull the bookcard part of the way out of the envelope so you can read the book number. This is so the bookcard doesn't get separated from its proper envelope (Figure 4.2A).

D. Read the book number and scan the folder for the entry on the folder. Remember, you need to find the last two numbers printed in the column on the right, then read to the left to find the remaining numbers which were written in the folder when the book was checked out. In this example, "D93" would have been entered in the folder on line labelled 43.

FIGURE 4.2A BOOKCARD AND ENVELOPE



E. Write today's date in the column labeled "In." Put the month first, then day, and then the last two digits of the year. Due to the limited space, do not put 0's in front of the single digit months or days. The codes are:

Jan	1	July	7
Feb	2	Aug	8
Mar	3	Sept	9
Apr	4	Oct	10
May	5	Nov	11
June	6	Dec	12

When you have checked in RD 9344 and RD 13001 on June 4, 1980, the form will look like this:

In	Out	#	In	Out	#	In	Out	#	
						6/4/80	3/12/80	TD130	01
								PD130	02
									03
									04
									05
								PC114	06

⋮

								D140	40
								D120	41
									42
									43
						6/4/80	4/8/80	D93	44

When you have checked in all the books for that patron, pull the cards out of the envelopes. Put the bookcards aside to be re-filed.

F. Check the type of service the patron receives. This is on the folder on line 4 and also coded next to the name on the envelope (3.1). If this is a calendar patron, check line 9 "Frequency of Service" to determine if the person gets books today. If not, put the returned envelopes into the folder. Put the folder aside, to be re-filed when the check-in of all materials is complete.

G. If the patron is a turnaround patron, you also put the envelopes into the folder but put the folder aside. Book selection after all materials are checked in for today in (4.3).

NOTE:	Do not add envelopes returned by turnaround patrons to the rubber-banded bundles. You will need to know how many were returned today in 4.3 *Book Check-Out*.

H. If the patron is a books on demand patron, put the envelopes in the bundles in the folder. Put the folder aside to be re-filed.

I. Re-file bookcards according to 2.2.

J. Re-file folders of calendar and books on demand patrons who don't receive books today.

4.3 Book Check-Out

To check out books you need the following:

- Patron folders
- Mailing envelopes
- Calendar Register of Patrons

All books are checked out using the same steps regardless of the type of service the patron receives (turnaround, calendar, or books on demand). However, because the frequency with which a patron receives books differs, the first part of this section discusses when to send books to the three types of patrons.

Steps for checking out books are in the second part of the section.

Part 1. When to Check Out Books

You are ready to check out books if:

- All the books returned today have been checked in (4.2)
- All bookcards have been re-filed in the In File (2.2)

NOTE: Books for turnaround patrons should be selected first since you already have pulled the patron folders for these people out of the file.

Turnaround Patrons

A. The turnaround patron receives one book for each book returned. You will know to send a book to a turnaround patron if he or she returned a book that day. The number of envelopes in the folder, *not* in the rubber banded bundle, determines the number of books to be sent.

B. Follow steps for book check-out.

Calendar Patrons

Calendar patrons receive a pre-determined number of books the same day(s) or date(s) each month. The number of books per shipment and the times the books are sent are determined when the patron's application for service is processed (3.1, 3.2, 3.5).

A. Check the Calendar Register of Patrons for today's list of persons who will receive books (2.3 *Setting Up the Calendar Register of Patrons*). You will check on two pages--the date and the day. If today is Monday, June 9, then you would check Monday and the page for the 9th.

NOTE: On Mondays you will check the two previous *dates* as well as today's date if your library is closed on Saturday and/or Sunday. Those patrons who would have received books on June 8, for example, will receive them on Monday, June 9 because June 8 is a Sunday.

The pages look like this:

Figure 4.3A Day Register

Figure 4.3B Date Register

B. Pull patron folders for each patron who will receive books today.

C. Follow steps for book check-out

Books on Demand

A. Some patrons prefer to receive books only when they request them and not on a regular schedule. When you receive a request for books from this patron, pull the patron folder.

NOTE: Do not confuse books on demand patrons with those patrons who receive books on a regular basis but *only books he or she selects*. These patrons are called "request only" and this is on the patron folder in Block 16.

B. Follow steps to check out books.

FIGURE 4.3A DAY REGISTER

Alison

Bailey

Conroy

Davidson

Fulton

Holbert

Green

Jacob

Minton

Newcomb

Riley

Wilson

Monday

FIGURE 4.3E DATE REGISTER

			Date	Name	Action
Ackroy			8	Martin	FOL
Berman			8	Kanter	TEM
Chilton					
Fraser					
Gallick					
Kelton					
Lambert					
Mitty					
Norris					
Quentin					
Simon					

9

Steps to Check Out Books

A. Select from the patron requests that are written in the folder. Select red-circled books first, if possible, since these are the books that the patron asked to be sent as soon as possible.

If there are no outstanding requests or the books requested are not available, select books for the patron (4.6) unless this person is a "request only" patron.

B. Record the book number and format code (D or C) in the column marked # on the line which has the last two digits of the number of the title you select. Do this for each book you select, just as you do when recording a patron request (4.1).

C. Pull the bookcard of each book you have chosen from the In File.

D. Insert the bookcard into the mailing envelope.

E. Record today's date in the column labeled "Out" in the folder. Put the month first, then day, then the last two digits of the year. Use the following codes:

Jan	1	July	7
Feb	2	Aug	8
Mar	3	Sept	9
Apr	4	Oct	10
May	5	Nov	11
June	6	Dec	12

Due to space limitations on the folder, do not use the 0's in front of the single numbers.

When check-out is complete the form will look like this:

RD 14031 and RD 12032 were checked in 4/3/80

RC 13001 and RC 11406 were checked out 6/4/80

In	Out	#	In	Out	#	In	Out	#	
							6/4/80	PC130	01
					PD141			PD130	02
									03
									04
									05
							6/4/80	PC114	06
					PC198	4/3/80	1/4/80	D140	31
						4/3/80	2/17/80	D120	32
									33
									34
									35

F. Separate the RC and RD bookcards (in the envelopes) into two stacks, RC in one and RD in the other.

G. Put the bookcards in numerical order.

H. Count the RC and RD bookcards and record the numbers on Daily Statistics Tally Sheet (Figure 6.2A).

I. Send bookcard and envelopes to book stacks for retrieval.

NOTE: The first time you check out a book to a patron in a new statistical period, put an "x" in the appropriate box on line 18 of the patron folder. Put it in the first box for October 1 through March 30 and in the second box for April 1 through September 30.

4.4 Braille Circulation

To ciruclate books for patrons who request braille books, you need:

- Patron folder
- Application for service
- Requests from patrons
- Mailing labels

Libraries in the network which have braille book collections circulate these materials to patrons the same way that recorded materials are circulated. The library has an In File of the bookcards for the braille material which is set up and used the same way as the In File for recorded material (2.2). Patrons who receive braille and recorded books have two folders, one to record EC and RD information and one for braille. Both are filed in the active patron file.

A. To set up a braille patron folder, follow the procedures in 3.1. Circle BR on line 3.

B. Record requests from *BBR*, catalogs, or other sources on inside of the patron folder. This is the same procedure as in 4.1 except for the format code. The format codes are BA for NLS handcopied braille and BR for press braille.

Record a patron request for *Reunion* (BR 3745) as follows:

P = Patron request

BR = Press braille

37 = All numbers of the book number except the last two which are printed on the folder

A patron request for *Drugs and Youth: Medical, Psychiatric, and Legal Facts* (BRA 14146) is recorded as follows:

P = Patron request

BA = NLS handcopied braille

141 = All numbers of the book number except the last two which are printed on the folder

When these titles are recorded the patron folder will look like this:

	In	Out	#	
				01
				02
				03
				⋮
				44
			PBR37	45
			PB11141	46

NOTE: The BR and BA codes are for NLS material but this system will work for any numerical code used as a book number. For locally produced materials, determine a two letter code and use it when recording the book numbers. Be sure everyone knows and uses the same code for the books.

C. All procedures for establishing a new patron and setting up the service are the same as for patrons receiving recorded material except no machines are assigned.

D. Follow check-out procedures in 4.3 to select and record books for these patrons. All the steps are the same as for recorded materials for each type of service a patron receives.

Procedures Related to Braille Circulation

3.1 Setting Up Patron Records

3.2 Comprehensive Mailing List System

3.5 Initial Shipment to Patron

3.6 Follow-Up on Patron Service

4.2 Book Check-In

4.3 Book Check-Out

6. Statistics

To place book on reserve you need the following:

- Patron folder
- Blank circulation cards (available from library suppliers)
- Plastic card sleeves with red stripe across the top (available from library suppliers)

There are times when several patrons may request the same book and the library doesn't have enough copies for everyone. When this happens, you can place a "reserve" or hold on the book so each patron who requested it will receive it in turn.

When to put a book on reserve:

- If you receive requests for books that are not yet available from NLS but soon will be
- If a patron has red-circled books as requested in the folder and these are not in for circulation
- If there are not enough requests to fill the patron's usual order of books

How to put a book on reserve:

A. On top of a blank circulation card write the RD, RC, or braille number. Under it write the title and author of the book.

B. Write the name of the patron for whom the reserve is being placed.

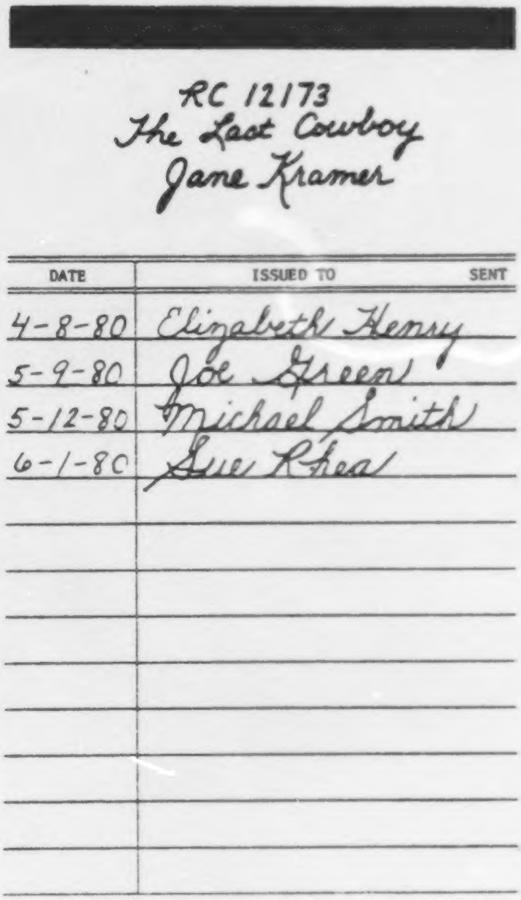
C. Write today's date next to the patron's name.

D. Put a plastic sleeve over the card with the stripe at the top. This will make it easy to see the card when it is in the file.

E. File the bookcard in the proper numerical order in the In File (either braille or recorded material depending on the card).

F. To put more patrons on this reserve list, write their names and the date added to the list under the ones already there.

FIGURE 4.5A RESERVE CARD



RC 12173
The Last Cowboy
Jane Kramer

DATE	ISSUED TO	SENT
4-8-80	Elizabeth Henry	
5-9-80	Joe Green	
5-12-80	Michael Smith	
6-1-80	Sue Rhea	

NOTE: If there are five names on the card or the first person has been on the waiting list for 4 weeks, the book should be requested on interlibrary loan (5.1). Each reader advisor should review all the cards in his or her In File once every 4 weeks to find books to be requested on ILL.

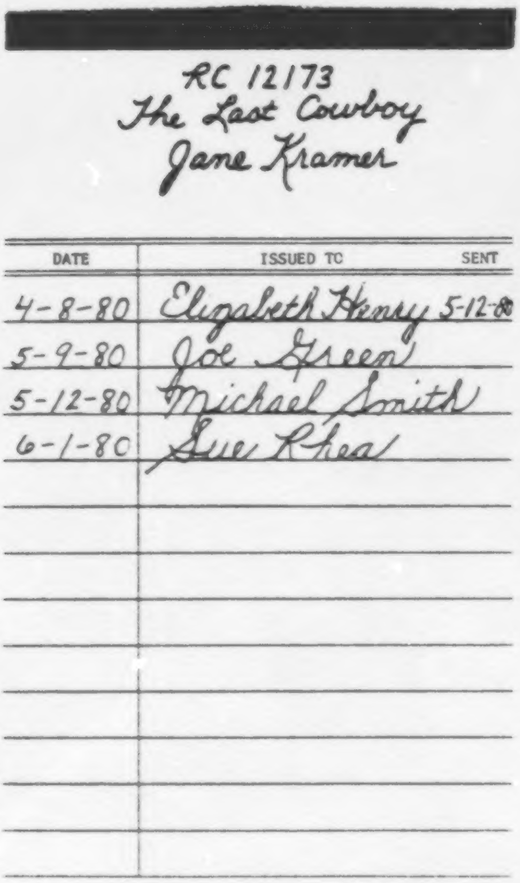
When you re-file bookcards from checked-in books (4.2), you will find some of the books that are on reserve.

G. When you fill a reserve you will usually send the book to the person who is first on the list (see second "NOTE" below). Send the book to him or her following check-out procedures (4.3).

H. If there are other patrons waiting for this book, write today's date after the patron's name on the card. Re-file it in the In File in numerical order. If there is only one name or this patron is last on the list, throw away the card.

A reserve card for a book which has been sent to the first person on the list will look like this:

FIGURE 4.5B RESERVE CARD WITH FILLED REQUEST



RC 12173
The Last Cowboy
Jane Kramer

DATE	ISSUED TO	SENT
4-8-80	Elizabeth Henry	5-12-80
5-9-80	Joe Green	
5-12-80	Michael Smith	
6-1-80	Sue Rhea	

You should check reserves once a week so patrons don't wait longer than the 4 weeks.

NOTE: It is recommended that books that are on reserve have a card enclosed in the container which urges the reader to read the book quickly and return. A sample card is in A3.7.

I. Go through In File and check all reserve cards. You will recognize them by the red stripe on the plastic sleeve on the top of the card.

J. Check the date the first person was put on reserve and the number of people on the list. If it was 4 weeks ago, or more than five people are waiting, request the book on ILL (5.1).

K. Books on reserve should be returned by patrons as quickly as possible. You should check the date other patrons were sent the book. If a person has had the book 4 weeks or more, send reserve recall notice (A3.6).

NOTE: The purpose of a reserve list is to keep popular books in circulation and to insure that everyone gets a turn. If you discover that the person who is first on the reserve list for a particular book already has many books out or hasn't returned any recently, go to the next person on the list. This is particularly appropriate if the person who is next on the list is not due to receive books for a while.

Procedures Related to Reserves

2.2 In File

4.2 Book Check-In

4.3 Book Check-Out

5.2 Overdues

To select books you need the following:

- Patron folder
- NLS microfiche
- NLS Form LC 73-135 (Figure 5.1B)
- Catalogs of other agencies offering material for readers

Patrons are encouraged to send lists of requests for books from *TBT*, *BBR*, other catalogs, or any sources available to them. However, some patrons will not do this or the requests are not available.

Book Selection by Author, Title, or Subject Requests That Are Part of NLS Collection

A. If patron has included the NLS book number, record it as a request in patron folder (4.1). Follow check-out procedures.

B. If the book number is not included, search the NLS microfiche for the title. If it is available from NLS, record the book number on the patron folder (4.1) and follow check-out procedures.

C. If a patron requests a particular subject, use the NLS microfiche to search the subject area. Use the Subject File of New Books (2.1F) for material issued since last microfiche update. You should also ask the NLS Resources Coordination Unit to check its files for other sources.

D. Check the list of NLS books in process to determine if the title will be available soon.

E. If the book(s) is not available for circulation, place the book on reserve (4.5) or request it on ILL (5.1).

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Book Selection of Requests That Are Not Available in the NLS Collection

A. If a book can't be found in the NLS microfiche catalog or other sources for NLS-produced material, search the catalogs of other agencies such as Recording for the Blind (RFB) and American Printing House (APH) to see if it is produced by another agency.

NOTE: Some patrons want *only* the books which they request. In these cases, do not select substitutes. If the requests are not available, put the books on reserve (4.5).

B. If the book is available, request it for the patron or give the patron necessary ordering information.

C. If the book cannot be found in any print source your library has, send form LC 73-135 for a title search to the Network Services Section at NLS. The *NSS* will check to determine if another library or agency has produced the book or plans to produce it.

D. File the library copy of LC 73-135 (gold) in the Pending Request File (2.1G). This file should be used for follow-up when the book's location is requested from *NSS* or other sources.

E. If the book is not available in the requested format from any source, the librarian of the regional or subregional library will decide if it will be locally produced or an alternative selected.

NOTE: Patrons are encouraged to independently request materials from agencies such as *RFB* and *APH* once they have received the necessary ordering information from the network library.

F. Call the patron to tell him or her the status of the request. If it will be locally produced, tell the patron the approximate length of production time. If it is not available and will not be produced, tell the patron.

To retrieve the books from the stacks you need:

- Mailing envelopes with bookcards

A. Once all books are selected, the bookcards will be in envelopes and ready to be sorted by the reader advisor. Separate the bookcards in the envelopes into three stacks, RD's, RC's, and BR's. Send to stock clerks.

B. The stock clerk puts bookcards in numerical order by collection.

C. Take the book container from the shelf and insert the envelope with the patron name showing in the slot on the container.

D. Bag the containers according to your post office requirements.

NOTE: This system recommends segregated shelving of RC, RD, and braille containers because this utilizes the space more efficiently. The containers are shelved in numerical order from earliest numbers to latest numbers by format.

4.8 Damage Check

To check books for damage you need the following:

- Incoming mail
- Statistics sheet
- Weeding stickers (self-adhesive labels; see 4.9)

A. Separate RC containers from RD containers. Each container will be opened and checked individually.

B. Open each RD container.

C. Count the discs and compare the title on each disc to the title on the container; check for broken discs, missing discs, bad scratches or other damage. If any discs are missing or broken, set container aside. If you find extra discs, set these aside.

D. Put discs of the complete sets in proper reading order in the container.

If you find a note or message from a patron in the container, put it in the envelope with the bookcard.

E. Open each RC container.

F. Count the cassettes and compare the title on each cassette with the title on the container; check for broken tape or other damage. Rewind any cassettes that need it. If any cassettes are missing or broken, set container aside. If you find extra cassettes, set them aside.

G. Put cassettes of the complete sets in proper reading order in the container.

If you find a note or message from a patron in the container, put it in the envelope with the bookcard.

H. Pull envelopes with bookcards from all containers, including damaged books. Send the bookcard in the envelopes to the reader advisors.

I. Put weeding sticker on the spine of the containers of undamaged books (4.9).

J. Re-shelve the containers of undamaged books in numerical order.

K. Divide the containers which are set aside into categories: A) Damaged cassettes, B) Missing cassettes and discs, C) Damaged discs.

L. If a broken cassette is still under warranty, return it to the manufacturer for replacement.

M. If a container is missing an item, write today's date on a self-adhesive sticker and put on the spine of the book. Wait 6 weeks for missing items to be returned. If they are not returned in that time, request a replacement cassette from regional library or MSC using the tape quota. If no replacement for a damaged disc can be found, follow NLS instructions for recycling.

N. If you have found any extra discs or cassettes in the containers you have inspected, check the shelf where the missing item containers are stored. If one of the sets can be completed, put the discs or cassettes in reading order, remove the date sticker on the spine and put a weeding sticker in its place. Put the container back into the collection.

O. Each time you discard an RC or RD, indicate this by a slash on the statistics sheet.

When you discard a book, change the number of copies on the shelf list card (2.1H) by subtracting those you discarded from the number on the card.

P. Pull one of the bookcards for each container discarded from the In File. Place with extra bookcards in numerical order.

Procedures Related to Damage Check

2. Establishing and Maintaining Files

4.9 Weeding

6. Statistics

To set up the weeding process you need the following:

- Monthly circulation statistics for last year
- Self-adhesive blank labels
- Monthly Statistics Tally Sheet (Figure 6.2C)
- NLS XESS from 73-L-122aA

Weeding is a process which allows you to discard books which do not circulate to your patrons, thereby making room for new books. In this system it is an ongoing process with a particular period set aside for actually discarding the books.

A. The librarian should examine a year's worth of monthly circulation statistics to determine the months in which circulation is lowest. One of these months should be designated "weeding month."

NOTE: Libraries should refer to the new excess and redistribution procedures in NLS *Network Bulletin* numbers 664 and 686. Select an appropriate month which corresponds to the excess schedule for the network.

B. The first time a book circulates and is returned, a blank label will be put on the spine of the book before it is re-shelved. This label indicates that the book has been sent to one patron during this period.

C. Each year during "weeding month" all books which do not have a label will be examined by the librarian. The librarian should go shelf-by-shelf reading titles which have not been circulated that year. A title-by-title decision will be made based on the librarian's judgment and knowledge of the collection as to which books and how many copies will be discarded.

NOTE: In weeding the collection, the librarian should follow *Standard* 4.2.7.3.2.

D. Make a numerical list of the book numbers and number of copies of each which are to be offered on XESS Form 73-L-122aA.

E. After excess procedures have been completed, books to be weeded should be pulled from the shelf.

F. Change the shelf list by subtracting the number of copies to be discarded from the number in the upper right hand corner of the shelf list card.

G. Pull one card from the In File for each container weeded.

NOTE: After the blank labels have been used for a year, they can be re-used for the next weeding period by marking the label with a felt marker the first time the book circulates during the next weeding period.

4.10 Communication

To set up the communications procedures you need the following:

- Telephone
- Various form letters (see A3)
- The Calendar Register of Patrons

Frequent communications between library staff and patrons will help insure that patrons receive what they need. The following are the minimum communications that should take place between library staff and patrons.

A. Each new patron should be called by the reader advisor who will be sending the books to that patron. The call provides the opportunity to verify information on the application for service and to secure other information, such as reading interests, if it is needed (3.5). A letter of welcome with a description of the service should also be mailed with catalogs when service is established.

B. At the time the new patron folder is established, the patron's name should be placed in a calendar register 3 months from that date. Library staff should check the patron's folder in 3 months to see if the patron has been returning and receiving books or submitting request lists. If there appears to be a problem, e.g., no books have been returned, the patron should be called (3.6).

C. Because patrons are encouraged to submit requests, form letters for that purpose are in A3.8 and A3.9

D. Overdue notices are discussed in 5.2.

E. Patrons should be kept informed of interlibrary loan requests. When status reports are received by your library, this information should be forwarded by letter or telephone to the patron.

F. Patrons who have not read a book during the past year are considered "inactive" (procedures for counting active readers are in 6.1). An effort should be made to query these people and, if possible, make them "active" once

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again (3.6). There is a letter for this (A3.10) but personal contact is recommended.

G. Any patron-initiated communication should be answered within 2 days of receipt and in the format agreed upon when the request was made (Standard 4.3.1.1).

NOTE: All typed or printed patron communication should be in large print. Each network unit should have a large type typewriter or another way to produce large type materials (4.2.6.3.1).

Procedures Related to Communication

3.5 Initial Shipment

3.6 Follow-Up on Patron Service

3.7 Cancellation of Patron Service

5.2 Overdues

5.3 Temporary Service

5.4 Suspension in Service

5.6 Transfer of Patron Records

5. Temporary and Support Activities

The procedures described in this section are those which may not occur regularly but which are necessary to the daily operation of the circulation system. The procedures include overdue notices, interlibrary loan (ILL) procedures, and those which temporarily change a patron's service. Procedures for the transfer of patrons' records are also included.

To request books on interlibrary loan you need the following:

- Patron request
- ILL Forms (LC 73-121D and LC 73-135) (Figure 5.1A and 5.1B)

Interlibrary loan will allow you to obtain books for your patrons that are not in your library. The NLS network has procedures and forms established for ILL, which are described in detail in the *Network Library Manual*. Those procedures should be referred to when you use this section.

You request a book on ILL for one of the following reasons:

- If the patron needs the book for academic purposes
- If five or more patrons are on the reserve list
- If any patron on the reserve list has been waiting 6 weeks or more
- If your collection does not have a permanent copy of the book
- If the book is not produced by NLS

ILL of NLS-Produced Materials

A. Fill out NLS Form 73-121D (Figure 5.1A)

B. If you are a subregional library, keep Copy A and file it in Pending Request File (2.1G).

C. Send all other copies to regional library.

D. If you are a regional library, keep Copy B (throw Copy A away) and send the other copies to MSC.

E. Keep the patron updated on ILL status (A3.13).

Other Material on ILL (see also 4.6 *Book Selection*)

A. If you receive an author/title request, check the NLS microfiche to see if it is available.

B. If it is not there, check catalogs of other agencies such as RFB.

C. Send NLS Form 73-135 to the Network Services Unit if you can't find the book in any source in your library.

D. If the book is not available, the librarian will decide if it will be locally produced.

E. Inform the patron of the book's availability and plans for its production.

NOTE: Libraries may have different procedures depending upon the relationship among the subregional and regional libraries and MSC. If your procedures differ from the ones here, add your procedures to this *Handbook*.

Sections of this Handbook and NLS Procedures Related to ILL

4.5 Reserves

4.6 Book Selection

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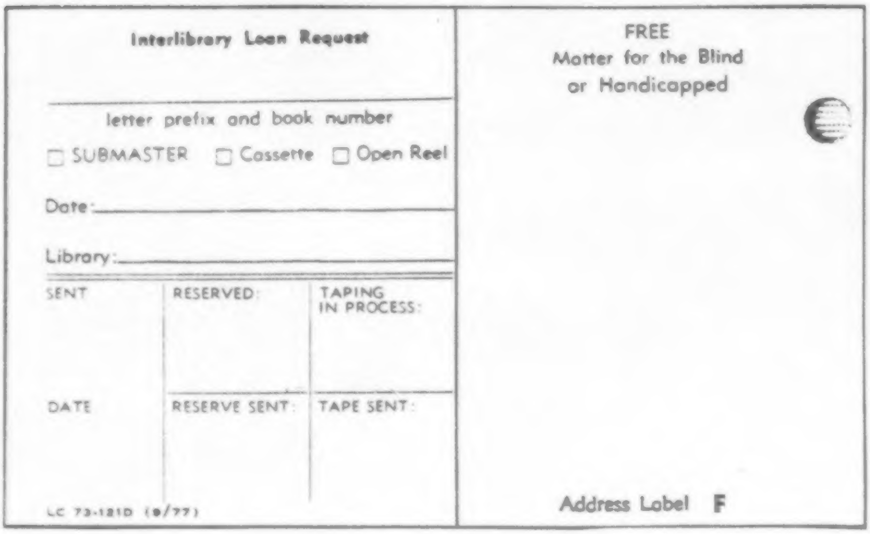
5.1 Continued

FIGURE 5.1A FORM LC 73-121D



Interlibrary Loan Request

letter prefix and book number

☐ SUBMASTER ☐ Cassette ☐ Open Reel

Date:

Library:

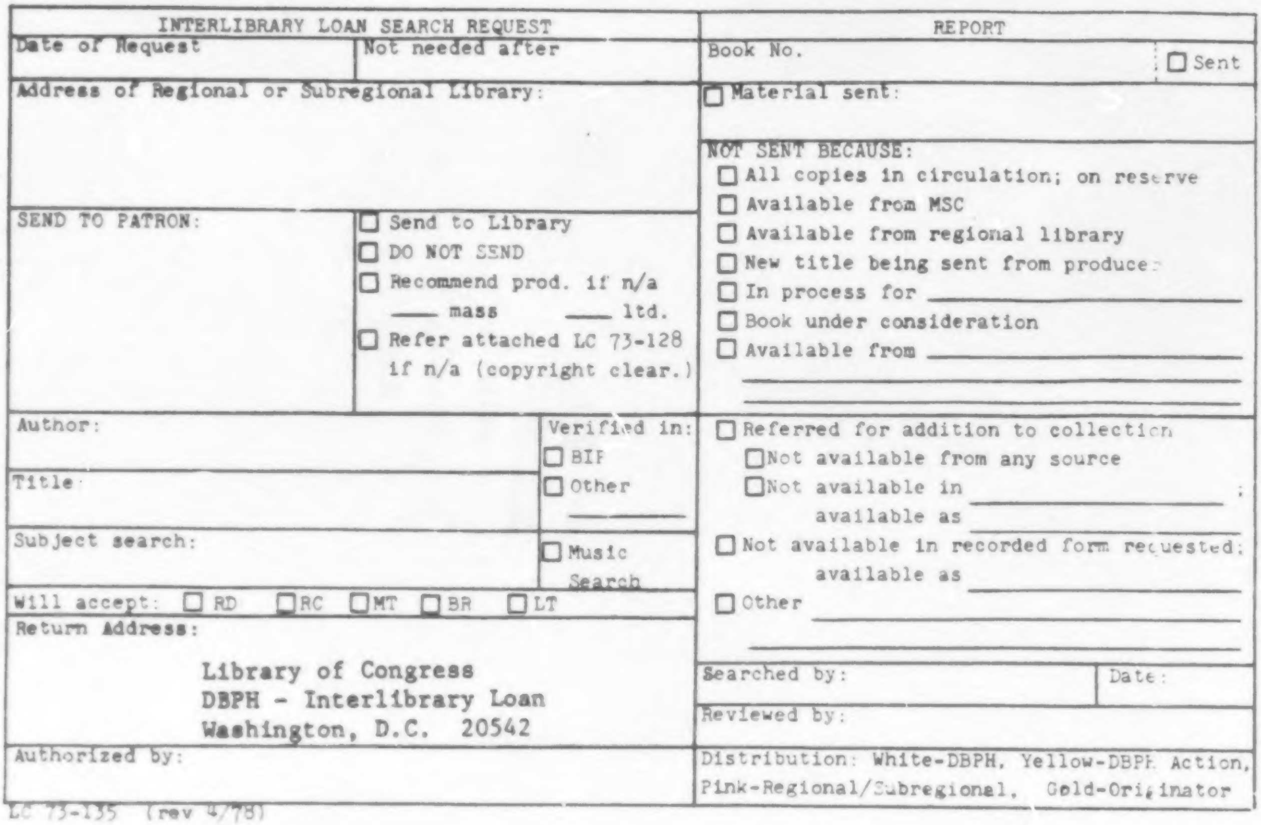
SENT	RESERVED:	TAPING IN PROCESS:
DATE	RESERVE SENT:	TAPE SENT:

LC 73-121D (9/77)

FREE
Matter for the Blind
or Handicapped

Address Label F

FIGURE 5.1B FORM LC 73-135



INTERLIBRARY LOAN SEARCH REQUEST

Date of Request

Not needed after

Address of Regional or Subregional Library:

SEND TO PATRON:

☐ Send to Library
☐ DO NOT SEND
☐ Recommend prod. if n/a
___ mass ___ ltd.
☐ Refer attached LC 73-128 if n/a (copyright clear.)

Author:

Title:

Subject search:

Verified in:
☐ BIP
☐ Other ___

☐ Music Search

Will accept: ☐ RD ☐ RC ☐ MT ☐ BR ☐ LT

Return Address:

Library of Congress
DBPH - Interlibrary Loan
Washington, D.C. 20542

Authorized by:

LC 73-135 (rev 4/78)

REPORT

Book No. ☐ Sent

☐ Material sent:

NOT SENT BECAUSE:
☐ All copies in circulation; on reserve
☐ Available from MSC
☐ Available from regional library
☐ New title being sent from producer
☐ In process for ___
☐ Book under consideration
☐ Available from ___

☐ Referred for addition to collection
☐ Not available from any source
☐ Not available in ___; available as ___
☐ Not available in recorded form requested; available as ___
☐ Other ___

Searched by:

Date:

Reviewed by:

Distribution: White-DBPH, Yellow-DBPH Action, Pink-Regional/Subregional, Gold-Originator

5.2 Overdues

To send overdue notices you need the following:

- Patron folder
- Overdue letter (A3.6)
- Reserve cards in In File

A library should send overdue notices for reserve books that have been kept by a patron longer than 6 weeks. In addition, notices should be sent to calendar patrons who do not regularly return books but who regularly receive them.

Reserve Overdues

A. As you check the file every 4 weeks for reserves to send for on ILL, also check the date to the right of the names on the reserve cards. If the date is more than 4 weeks ago, prepare a letter (A3.6) with that patron's name and address and enter the book number in the blanks.*

B. As you add names to the reserves according to the steps in 4.5, check the date on the card that the last person was sent the book. If it was 4 weeks ago or longer, send the patron an overdue notice (A3.6).

C. If no results are achieved through correspondence, call the patron to determine the reason the book has not been returned and request its return.

D. If patron says the book was returned indicate this with an "*" in the In column.

Other Overdues

Reader advisors quickly get to know the people they serve since they work with the patron's records and often talk to the patrons regularly. The reader advisor will also learn who does not return books as regularly as he or she receives them.

A. When you are checking out books to calendar patrons check the number the person already has out. You can do this by scanning and comparing the "In" and

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*The number of weeks may differ from library to library because of mail service or library policy. Adapt the loan period to local needs.

"Out" columns. You may also be able to tell by the supply of envelopes in the folder, if all of the original 12 are out, it is likely that the patron has 12 books but double-check using the In/Out columns.

B. If the patron has 12 or more books out and none has been returned since the last check-out date, send the patron a letter (A3.10) but also send him or her the usual number of books. This will give the patron a chance to respond to the letter but will not deprive the patron of reading material.

C. If results are not achieved by correspondence, call the patron to request that the books be returned or to find another solution to the problem.

To establish temporary service you need the following:

- Application for service

- Blank patron folder

Patrons who have temporary disabilities are eligible to receive the service. All disabilities, whether permanent or temporary, need a certified application.

A. Establish a new patron folder as in 3.1 but do not create a general folder. Instead, put the application in the patron folder.

B. Assign a machine(s) according to procedures in 3.3.

C. Write the patron's name on the calendar register on the date the disability is expected to end or 3 months from today, whichever is earlier(2.3).

D. Follow regular procedures for check-out and circulation of materials.

E. When the date the patron's name is on the calendar arrives, pull the folder and make a follow-up call to see if patron is ready to return the books and equipment or to become a permanent patron.

F. If the service is no longer needed, put the folder in the Cancelled File (2.10) so it will be counted in the active reader statistics.

Procedures Related to Temporary Service

3.1 Setting Up Patron Records

3.1 Setting Up Calendar Register of Patrons

3.3 Machine Assignment

3.5 Initial Shipment

4.3 Book Check-Out

5.4 Suspension in Service

To suspend service you need the following:

- Patron folder

- Scratch card

Sometimes a patron will wish to temporarily discontinue service for a brief period of time. This procedure also applies when a patron moves temporarily and gets service from another unit in the network.

A. Pull the patron folder.

B. On a scratch card write the patron's name, today's date, date service is to resume, and your initials. If the reason for the temporary hold is known, that information should also be included. This will alert the reader advisor not to send any new books.

C. Write the patron's name on the calendar register on the date service is to resume (3.6). If the "hold" is indefinite, place the patron's name on the calendar 4 weeks from notification to stop the service so that follow-up can be done.

D. If necessary, follow procedures in *CMLS Handbook* for temporary suspension in service.

E. When patron's name appears on calendar register, call to verify service is to be resumed that day.

F. When the service is resumed, throw the scratch card away.

5.5 Temporary Change of Address

To change a patron's address temporarily, you need the following:

- Patron folder
- Scratch card
- Mailing envelopes
- Felt marker

A patron may change addresses temporarily and wish to continue to receive service at the new address.

A. Pull the patron folder.

B. Make a new address plate. Attach it to a scratch card. Write today's date, date patron will return to permanent address, and your initials. Put the scratch card in the folder.

C. When books are returned, save the old envelopes. Add these to the rubber banded bundles in the folder. Make new envelopes with the temporary address to mail books. Mark the new envelopes with a red "TEM" in the lower right hand corner.

FREE
MATTER FOR THE BLIND OR HANDICAPPED
TEM

D. Write patron name on calendar register (2.3) on day service at permanent address resumes.

E. If patron will be at the temporary address for an extended period, follow *CMLS Handbook* procedures to add a temporary address.

F. When permanent service resumes, throw away the temporary envelopes and the address plate.

5.6 Transfer to Patron Records To or From Another Network Library

To transfer a patron's records you need the following:

- Patron folder
- Transfer Form (LC 73-124)
- Explanation of patron folder (A5)

Readers may move out of the area served by your library or may move into your area from another network library. In either case, their records are transferred from one library to another.

Transfer of Records from Your Library to Another Library

A. Pull both of the patron's folders when the patron notifies you he or she is moving. Discard the items in the general file, except the application.

B. Fill out NLS Form LC 73-124.

C. If the patron is taking his machine(s) with him, pull machine record. Follow other procedures in *Machine Inventory Manual* for transfer of machines.

D. Follow procedures for change of address (if you know the new address) in *CMLS Handbook*.

E. Send the following to the patron's new regional library:

- White copy of NLS Form LC 73-124
- Patron folder
- Explanation of patron folder (A5)
- Machine record cards [if he takes machine(s)]
- Original certified application for service

F. Send a letter (A3.15) with the canary page of the NLS form to the patron informing him or her that his records have been sent to the new library.

G. If this patron is a braille user and the new regional library does not have braille send patron's braille folder, explanation sheet, and golden copy of NLS form to patron's new braille library. Send patron a letter about the transfer of braille records (A3.15).

H. File the pink copy in the Cancelled File (2.10) in the folder marked "Transfer." Make a slash mark on the statistics sheet (in front of transfer folder) for each media format the patron receives and in adult or juvenile columns. These will be totalled at the end of the statistical period and added to the report.

I. Send green copy to the machine agency (if different from your library) for action and/or filing.

NOTE: All records should be transferred within three (3) working days (Standard 4.3.2.1.5).

Establishing a Transfer Reader

A. When you receive a form and/or machine records from another library you will set up a new patron folder as in 3.1.

B. Transfer all information from old records to the new folder. You may want to keep the old record as a reading history if this person has been a heavy reader.

C. If necessary, follow procedures for machine assignment (3.3).

D. Complete change of address procedures in the *CMLS Handbook* if the old regional library did not do this.

E. Record the patron's name on the calendar register for follow-up (3.6).

F. Call the patron as you would for any new patron. Send the patron a welcome letter (A3.3) and a shipment of books (3.5).

5.7 New Title Processing

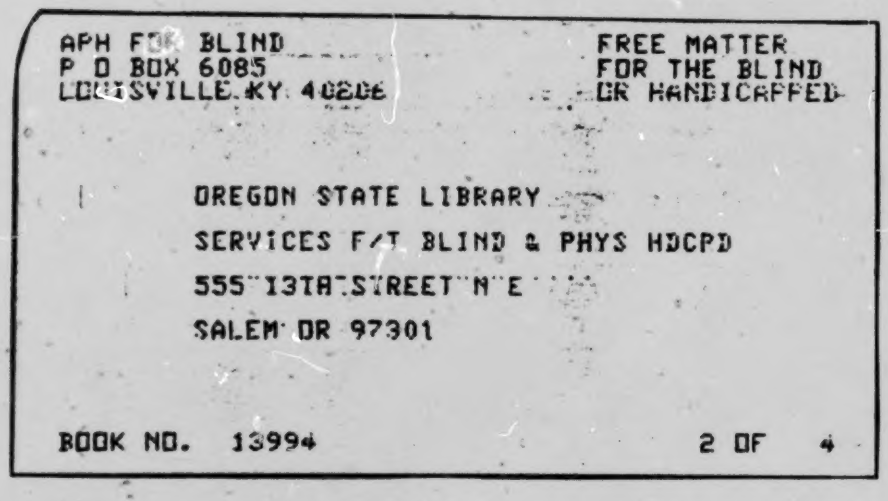
To process new titles you need the following:

- Shipment of new books
- Daily Statistics Tally Sheet (Figure 6.2A)
- Shelf List File (2.1H)
- Extra Bookcard File (2.1J)
- In File
- Subject File of New Books (2.1F)
- Rubber stamp or other identification sticker with library name and address

A. Open shipment of books. Each book should have an address label and two bookcards.

B. Pull address labels and bookcards.

C. At the bottom of each address label there will be a line indicating the number of copies per title your library should receive (allotment number) and the copy number of this book.



APH FOR BLIND
P O BOX 6085
LOUISVILLE KY 40206

FREE MATTER
FOR THE BLIND
OR HANDICAPPED

OREGON STATE LIBRARY
SERVICES F/T BLIND & PHYS HDCPD
555 13TH STREET N E
SALEM OR 97301

BOOK NO. 13994 2 OF 4

NOTE: This system does not recommend assigning individual copy numbers to each book.

D. Check that the library has received all copies of its allotment by checking number received with the second number of the allotment number line (2 of 4). If you do not receive the full allotment, use the NLS form to notify your regional library or the MSC when you receive the monthly list of titles produced.

E. Throw away the address label once you have received all copies in your allotment.

F. On one of the NLS bookcards write the number of copies received for that title in the upper right hand corner. File that card in the Shelf List File (2.1H) in numerical order.

G. Put one card for each container received in the In File in numerical order (2.2). Check for reserve books as you file (4.5).

H. Put one bookcard for each subject for each book (if available) in the Subject File of New Books (2.1F). Today's date should be written in the upper right corner.

I. All extra bookcards should be filed in numerical order in Extra Bookcard File to replace lost or damaged cards (2.1J).

J. Count containers to add number of containers to daily statistics sheet. Count number of titles received and record on daily statistics sheet.

K. Mark each container inside and outside with the name and address of your library. In case an address label is lost the book can be identified and returned.

L. Shelve books according to format and book number.

6. Statistics

There are several sets of statistics to report for evaluation and planning purposes. Statistics are kept daily, added monthly, and reported to NLS twice a year. Your library may also be required to report to its administration on a monthly and/or yearly basis.

Four general categories of statistics are kept:

1. Readers and Readership - How many readers, individual and deposit collections used the service in this statistical period? What formats were used by how many people?

2. Circulation - How many books in the various formats were sent to readers during this statistical period?

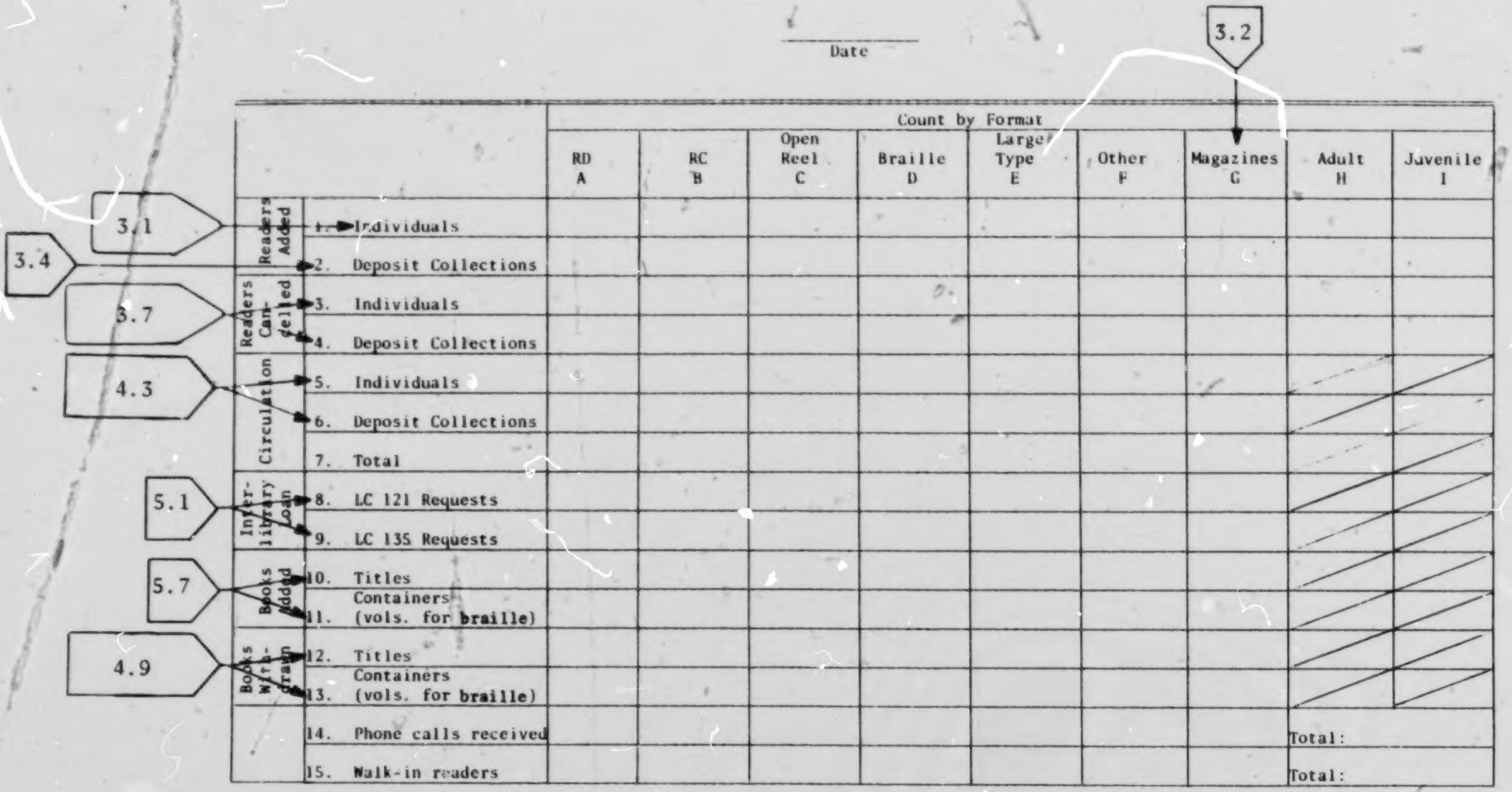
3. Collection - How big is the collection? How many books were added or withdrawn during this statistical period?

4. Equipment - How much equipment was received, assigned, disposed of, in repair or awaiting assignment?

It should be noted that except for the statistics required by NLS, the network libraries record and report a wide variety of statistics. The variation is a result of local library requirements. The statistics which are described in this section reflect those which were most often recorded and the frequency they were reported by the network libraries reviewed as part of this study. The section is designed to facilitate the reporting of the NLS required statistics. Each library should examine its local reporting needs and the frequency requirements and adapt the sample statistics forms according to those needs.

The four categories are explained in this section. Figure 6A shows which procedures in the *Handbook* generate statistics and where to record them on the Daily Statistics Form. A more detailed discussion of NLS statistics and definitions of terms can be found in the *Network Library Manual*. Appendix 8 contains masters for the tally sheets.

FIGURE 6A DAILY STATISTICS TALLY SHEET



____
Date

			Count by Format								
			RD A	RC B	Open Reel C	Braille D	Large Type E	Other F	3.2 Magazines G	Adult H	Juvenile I
3.1	Readers Added	1. Individuals									
3.4		2. Deposit Collections									
3.7	Readers Cancelled	3. Individuals									
		4. Deposit Collections									
4.3	Circulation	5. Individuals									
		6. Deposit Collections									
		7. Total									
5.1	Inter-library Loan	8. LC 121 Requests									
		9. LC 135 Requests									
5.7	Books Added	10. Titles									
		11. Containers (vols. for braille)									
4.9	Books With-drawn	12. Titles									
		13. Containers (vols. for braille)									
		14. Phone calls received								Total:	
		15. Walk-in readers								Total:	

6.1 Reader and Readership Statistics

To count readers and readership statistics you need:

- Active patron folders
- LC Report Form 73-48c (pink) Figure 6.1A
- Network Library Manual

Readers and readership statistics are reported to NLS twice a year. Subregional libraries send their reports to the regional library which in turn sends its report and those for the subregionals to NLS. Reports are due at the NLS Reference Section by April 15 and October 15.

Reader Statistics -- Active Individuals and Deposit Collections

Active individual readers and active deposit collections are those which have received an NLS-produced book or magazine during the current fiscal year (October 1 - September 30). Direct circulation magazine readers *are* counted in the reader statistics. The purpose of these statistics is:

- To have a count of the *individuals* who are registered for the service
- To have a count of the number of deposit collections in the network

Active individuals are divided into adult and juvenile (under 13 years old) readers.

The patron folder is designed to allow the staff members to complete the active reader count without pulling the folders completely out of the file. All the information necessary for the count is on the top lines of the folder.

There are three lines on the patron folder to check as you do the count for active individuals:

Line 1. Name - Check to see if this folder is used for more than one person, for example, a husband and wife. It will be counted for each person who uses it.

Line 2. Adult or Juvenile - Each category is counted separately.

Line 18. Active Patron - Check to see if an "x" is marked in the appropriate box.

There are two lines to check on the patron folder for deposit collections:

Line 1. Name and Institution Code - Each type of institution is counted separately.

Line 18. Active Patron - Check to see if an "x" is marked in the appropriate box.

NOTE: There should be an "x" in only *one* box for each year.

The April Count of Readers

A. For the April count, go through the active patrons file and count all the folders which have an "x" in the appropriate box (line 18 on folder), as in Figure 6.1B, and which have "adult" circled on line 2 of the folder. Enter this number on line 1 of LC From 73-48c. The line numbers are shown in Figure 6.1C. You will also count those patrons who were active during this period but whose folders are in the Cancelled File because their service has been discontinued or they have moved.

B. Count all the folders which have "juvenile" circled on line 2. Enter this number on line 2 of LC Form 73-48c. The line numbers are shown in Figure 6.1C.

C. Add lines 1 and 2 and enter the total on line 3 (Figure 6.1C).

D. For the active deposit collection count, you will go through the active patron file and count each of the six types separately. For this count, make a tally sheet to correspond with the codes for deposit

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FIGURE 6.1A LC FORM 73-48c

LIBRARY OF CONGRESS

NATIONAL LIBRARY SERVICE FOR THE BLIND AND PHYSICALLY HANDICAPPED

LIBRARY REPORTING:

☐ Regional Library ____________________
State served (Use separate form for each state ____________________

☐ Subregional Library ____________________
(Submit report to the regional library for your area)

FISCAL YEAR ____________ PERIOD REPORTED: ☐ Oct. 1 - March 31 (6 months) ☐ Oct. 1 - Sept. 30 (12 months)

ACTIVE INDIVIDUAL READERS	TOTAL
Adults	
Juveniles	
TOTAL	

ACTIVE DEPOSIT COLLECTIONS	TOTAL
Libraries (not subregional)	
Schools for the blind and physically handicapped	
Public and private schools (elementary and secondary only)	
Hospitals	
Nursing homes and convalescent homes	
Other (specify)	
TOTAL	

READERSHIP

FORMAT	INDIVIDUAL USERS	DEPOSIT COLLECTIONS
Recorded Disc Containers		
Recorded Cassette Containers		
Open-Reel Containers		
Braille Volumes		
Large Type Volumes		
Other (specify)		

(See other side of this form for explanatory notes)

73-48c (rev 3/79)

If there has been any decrease, or an increase of more than 15% in these statistics for your library since last year's report, please explain: ____________________

____

____

____

ACTIVE INDIVIDUAL READERS and ACTIVE DEPOSIT COLLECTIONS:	A report of individuals and deposit collections served at least once during the current fiscal year with books or magazines. Direct circulation magazine readers who do not receive other materials from their regional library are counted as active readers.
JUVENILE:	A reader who is known to be no more than thirteen years old. Juvenile readers should be registered in their own names and not in the name of a parent or teacher.
READERSHIP:	A report of individual and deposit readers by format used. "Other" includes use of art prints, filmstrips, etc. by patrons of the NLS/BPH program. If an individual or deposit collection receives books or magazines in more than one format, count each format separately.
DEPOSIT COLLECTION:	An institution, e.g., nursing home, hospital, public or private school, that is provided with a small, rotating collection of books for circulation to the residents or patrons of the institution. For readership figures, do not include those individuals at libraries or public or private schools who are already being reported as individual registered borrowers by the network library.
LARGE TYPE:	This entry is to include only readers who are registered for the NLS/BPH program. Some libraries do not have large type collections or are unable to obtain statistics on blind or physically handicapped readers of large type.

This form must be returned to Reference Section, NLS/BPH within two weeks after the end of the reporting period.

6.1 Continued

FIGURE 6.1B LINE 18 ON PATRON FOLDER

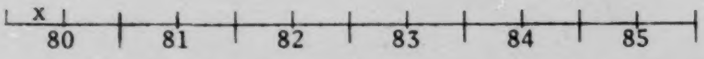


FIGURE 6.1C LC 73-48c NUMBER OF READERS SECTION

	ACTIVE INDIVIDUAL READERS	TOTAL
1	Adults	
2	Juveniles	
	TOTAL	3

	ACTIVE DEPOSIT COLLECTIONS	TOTAL
4	Libraries (not subregional)	
5	Schools for the blind and physically handicapped	
6	Public and private schools (elementary and secondary only)	
7	Hospitals	
8	Nursing homes and convalescent homes	
9	Other (specify)	
	TOTAL	10

collections on the patron folder (see Figure 6.1D). As you go through the file, make a slash mark for each institution in each category.

E. Add up all the marks when you have finished the count and enter the totals on the appropriate lines of LC 73-48c (lines 4-9 in Figure 6.1C).

F. Add lines 4 through 9 and enter the total on line 10 (Figure 6.1C).

The October Count of Readers

A. The steps are the same as the April count for the October count except that *only* the folders which have an "x" in the next appropriate box of line 18 (Figure 6.1E) are counted. You also count those with an "x" in the next appropriate box that are in the Cancelled File.

B. Follow steps B, C, D, E, and F for the April count.

C. Add the October count to the April count (from the April LC 73-48c) and enter the totals on the appropriate lines of LC 78-48c. This is the annual total of active readers, if there is only one "x" per year.

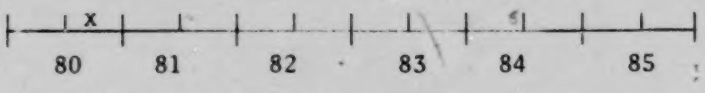
Readership Statistics - Use of the Service by Format

The readership statistics are a report of individual and deposit readers by format used. If an individual or deposit collection receives books or magazines in more than one format, each format is counted separately. For example, a person who receives RC and braille would be counted twice, once in each format. These statistics are reported on LC 73-48c along with the reader statistics.

FIGURE 6.1D TALLY SHEET FOR DEPOSIT COLLECTIONS COUNT

LIB	𝍸 ||
BPH	||
PPS	|||
HOS	𝍸 ||||
NHO	𝍸 𝍸 |
OTH	|

FIGURE 6.1E. LINE 18 ON PATRON FOLDER



The April Count of Readership

A. The readership count is conducted the same way as the reader count except you check line 3, "Media: RD RD BR OR LT OT," and line 18 "Active."

B. Make a tally sheet to correspond to the readership section of LC 73-48c (Figure 6.1F). As you examine each folder, make a slash mark for each format the patron uses. Examine the folder on *active* patrons, both individuals and deposit collections, in both the Active and Patron File and the Cancelled File.

C. Add the slash marks and enter the numbers on the appropriate lines of 73-48c. Figure 6.1G shows the part of LC 73-48c where readership statistics are recorded.

FIGURE 6.1F TALLY SHEET FOR READERSHIP COUNT

	Individual	Deposit
RD		
RC		
OR		
BR		
LT		
OT		

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FIGURE 6.1G LC 73-48c READERSHIP SECTION

READERSHIP

FORMAT	INDIVIDUAL USERS	DEPOSIT COLLECTIONS
Recorded Disc Containers		
Recorded Cassette Containers		
Open-Reel Containers		
Braille Volumes		
Large Type Volumes		
Other (specify)		

The October Count of Readership

A. This count is conducted the same way as the April count except you count only the folders which have an "x" in the next appropriate box.

B. Follow steps A, B, and C for the April Count of Readership.

C. Add the October count to the April count and enter totals on the appropriate lines of LC 73-48c (Figure 6.1G). This gives you the annual total of readership.

> NOTE: After the October readership count is completed, pull all the folders which did *not* have an "x" in either box for this year. These are the "inactive" patrons. These people should be telephoned or otherwise contacted to determine the reasons for their inactive status and/or to retrieve books and equipment (3.6 *Follow-Up on Patron Service*).

Daily Reader and Readership Statistics

As new readers are registered for the service or others are cancelled, they are counted for the statistics (3.1 and 3.7). This is done daily, then cumulated weekly and monthly. This will give you a way to double check the reader count when you go through the files twice a year.

A. After a patron is registered for service (3.1), make a slash mark on your daily tally sheet in each category which applies to this patron. For example, an adult who receives braille and RC would create three slash marks on the daily sheet:

- a slash on line 1, column B for RC
- a slash on line 1, column D for braille
- a slash on line 1, column H for adult

See Figure 6.2A

B. A deposit collection which is added is tallied in.

C. When readers cancel all or part of the service, make a slash mark in each category which applies. If a juvenile patron cancels RC, two marks are made on the daily sheet:

- a slash on line 3, column I for juvenile
- a slash on line 3, column B for RC

See Figure 6.2A

Weekly and Monthly Statistics

These are cumulations of the daily totals and allow you to determine net gain or loss of readers. This will help you double check your active reader count.

A. For the weekly totals add the lines for individual readers in each format column and enter the totals on the appropriate columns of the weekly tally sheet.

B. Subtract the number of readers cancelled from those added to obtain the net gain or loss. This means if 10 people were added to the service and 8 cancelled the net gain is 2. If, however, 8 people were added and 10 people cancelled, the *net loss* is 2. Enter the number on line 4a or 4b (see Figure 6.2B).

C. For monthly totals, add the appropriate lines and columns from the weekly sheets and enter in the corresponding line and column on the monthly sheet.

D. Figure the net loss or gain for the month according to step B above.

6.2 Circulation Statistics

To record and report circulation statistics you need:

- Daily, Weekly, and Monthly Statistics Tally Sheets
- LC 73-48 Circulation Report Form (yellow), Figure 6.2E

Circulation statistics are a record of the number of books in each format which your library has sent to patrons over a particular time period. These statistics are useful when planning the budget and staff for the library and are one way to measure the library's activity.

Circulation statistics are recorded daily, summarized weekly, and cumulated monthly. Circulation statistics are reported to NLS in April and in October.

Daily Circulation Statistics

Daily circulation statistics are recorded after the books are checked out (4.3) and before the reader advisors send the cards and envelopes to the stock clerks.

A. Each reader advisor will have separated the cards by format in preparation for retrieval of the books. The reader advisors count the cards in each format and record the totals for individual circulation on line 5 of the Daily Statistics Tally Sheet (Figure 6.2A). Circulation by format to deposit collections is recorded on line 6.

B. Add the circulation for individuals to the deposit collection circulation and enter the total in line 7. Do this for each format.

C. Books which are requested on ILL from the regional library or MSC should be included in the circulation statistics. At the end of the day or after all ILL requests have been made, count the number of requests made on LC 121 and enter the number on line 8 of the Daily Tally Sheet. Count the requests made on LC 135 and record the number on line 9 of the Daily Tally Sheet.

NOTE:	If your library does not use the LC ILL forms, keep a tally of the ILL requests and enter it on line 8. You need to have an ILL figure for LC 73-48 even if it is not broken out by type of request.

Weekly and Monthly Circulation and ILL Statistics

Weekly and monthly circulation are cumulations of the daily circulation; that is, you add all the days together to get weekly totals and then add the weeks together to get monthly totals. The tally sheets (Figures 6.2B and 6.2C) are similar so filling in the lines involves the same steps:

A. For the weekly circulation totals, add all the daily numbers from each box beginning with line 5 - column A and ending with line 7 - column G. For example, all daily numbers (for the week) within the box defined by line 5 - column A are added together to get the number for line 5 - column A on the weekly sheet (Figure 6.2D).

B. For the monthly totals, follow procedure A but use weekly sheets (for the month) instead of daily sheets (Figure 6.2D).

C. For the weekly ILL totals, follow procedure A but add the numbers from boxes beginning with line 8 - column A and ending with line 9 - column G.

D. For monthly ILL totals, follow procedure C but use weekly sheets (for the month) instead of daily sheets.

NOTE:	The weekly cumulations can be eliminated if your library doesn't need this record. In that case, add all 20+ daily sheets together to get the monthly totals.

NLS Circulation Report Form LC 73-48

The circulation report form 73-48 (Figure 6.2E) is sent to NLS twice a year to give 6-month and 12-month circulation totals. For the April total (6-month total from 10/1 to 3/31) you need the six monthly tally sheets. For the 12-month total you need the

6-month report on LC 73-48 and the monthly tally sheets for April through September. Figure 6.2D shows the relationship of the monthly tally sheets to LC 73-48.

A. Add the columns and lines on the monthly sheets to get the 6-month totals.

B. For the April report, enter the 6-month totals on the appropriate lines.

C. For the October report add the April report total to the next 6-month total (4/1 to 9/30) and enter these grand totals on the appropriate lines.

FIGURE 6.2A DAILY STATISTICS TALLY SHEET

____
Date

		Count by Format								
		RD A	RC B	Open Reel C	Braille D	Large Type E	Other F	Magazines G	Adult H	Juvenile I
Readers Added	1. Individuals									
	2. Deposit Collections									
Readers Can-celled	3. Individuals									
	4. Deposit Collections									
Circulation	5. Individuals									
	6. Deposit Collections									
	7. Total									
Inter-library Loan	8. LC 121 Requests									
	9. LC 135 Requests									
Books Added	10. Titles									
	11. Containers (vols. for braille)									
Books With-drawn	12. Titles									
	13. Containers (vols. for braille)									
	14. Phone calls received								Total:	
	15. Walk-in readers								Total:	

B

FIGURE 6.2B WEEKLY STATISTICS TALLY SHEET

____
Week of

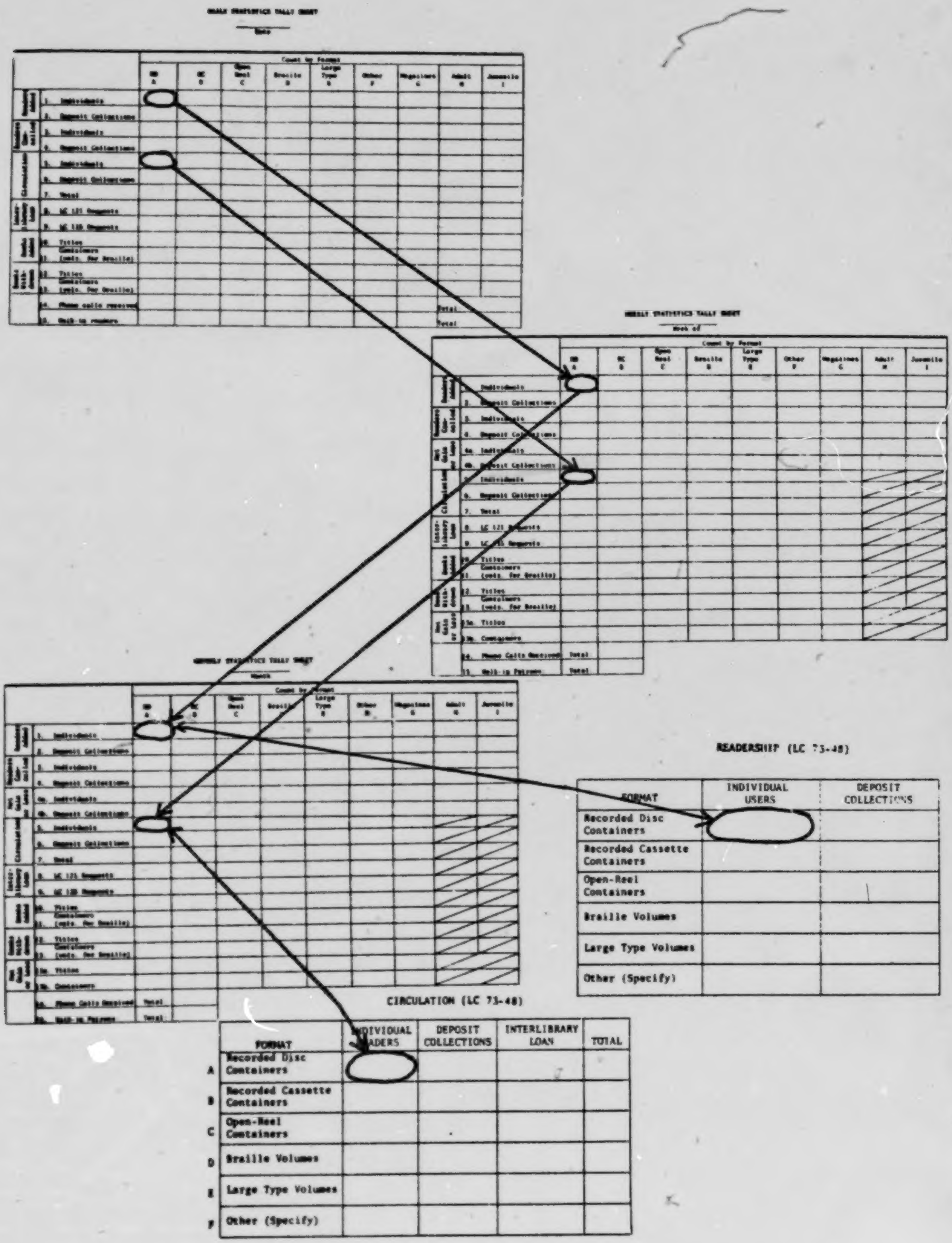
		Count by Format								
		RD A	RC B	Open Reel C	Braille D	Large Type E	Other F	Magazines G	Adult H	Juvenile I
Readers Added	1. Individuals									
	2. Deposit Collections									
Readers Can-celled	3. Individuals									
	4. Deposit Collections									
Net Gain or Loss	4a. Individuals									
	4b. Deposit Collections									
Circulation	5. Individuals									
	6. Deposit Collections									
	7. Total									
Inter-library Loan	8. LC 121 Requests									
	9. LC 135 Requests									
Books Added	10. Titles									
	11. Containers (vols. for braille)									
Books With-drawn	12. Titles									
	13. Containers (vols. for braille)									
Net Gain or Loss	13a. Titles									
	13b. Containers									
	14. Phone Calls Received	Total:								
	15. Walk-in Patrons:	Total:								

FIGURE 6.2C MONTHLY STATISTICS TALLY SHEET

Month

		Count by Format								
		RD A	RC B	Open Reel C	Braille D	Large Type E	Other F	Magazines G	Adult H	Juvenile I
Readers Added	1. Individuals									
	2. Deposit Collections									
Readers Can-celled	3. Individuals									
	4. Deposit Collections									
Net Gain or Loss	4a. Individuals									
	4b. Deposit Collections									
Circulation	5. Individuals									
	6. Deposit Collections									
	7. Total									
Inter-library Loan	8. LC 121 Requests									
	9. LC 135 Requests									
Books Added	10. Titles									
	11. Containers (vols. for braille)									
Books With-drawn	12. Titles									
	13. Containers (vols. for braille)									
Net Gain or Loss	13a. Titles									
	13b. Containers									
	14. Phone Calls Received	Total:								
	15. Walk-in Patrons:	Total:								

FIGURE 6.2D RELATIONSHIP OF VARIOUS TALLY SHEETS AND NLS FORM 73-48



READERSHIP (LC 73-48)

FORMAT	INDIVIDUAL USERS	DEPOSIT COLLECTIONS
Recorded Disc Containers		
Recorded Cassette Containers		
Open-Reel Containers		
Braille Volumes		
Large Type Volumes		
Other (Specify)		

CIRCULATION (LC 73-48)

	FORMAT	INDIVIDUAL READERS	DEPOSIT COLLECTIONS	INTERLIBRARY LOAN	TOTAL
A	Recorded Disc Containers				
B	Recorded Cassette Containers				
C	Open-Reel Containers				
D	Braille Volumes				
E	Large Type Volumes				
F	Other (Specify)				

FIGURE 6.2E LC 73-48 CIRCULATION REPORT FORM

LIBRARY OF CONGRESS
NATIONAL LIBRARY SERVICE FOR THE BLIND AND PHYSICALLY HANDICAPPED

LIBRARY REPORTING:

☐ Regional Library ____________________
State served (Use separate form for each state) ____________________

☐ Subregional Library ____________________
(Submit report to the regional library for your area)

FISCAL YEAR __________ PERIOD REPORTED: ☐ Oct. 1 - March 31 (6 months) ☐ Oct. 1 - Sept. 30 (12 months)

CIRCULATION

FORMAT	INDIVIDUAL READERS	DEPOSIT COLLECTIONS	INTER-LIBRARY LOAN	TOTAL
Recorded Disc Containers				
Recorded Cassette Containers				
Open-Reel Containers				
Braille Volumes				
Large Type Volumes				
Other (specify)				

(See other side of this form for explanatory notes)

73-48 (rev 3/79)

If there has been any decrease, or an increase of more than 15% in these statistics for your library since last year's report, please explain: ______________________________

____

____

____

CIRCULATION:	Count all books, and magazines which are not direct circulation. (Direct circulation magazines are reported to NLS/BPH by magazine producers.) Also count, as "other," art prints, filmstrips, or other such items circulated to patrons of the NLS/BPH program.
DIRECT CIRCULATION MAGAZINE:	A magazine which is sent to the reader directly from the producer rather than from the library. Such a magazine is usually retained by the reader.
DEPOSIT COLLECTION:	An institution, e.g., nursing home, hospital, public or private school, that is provided with a small, rotating collection of books for circulation to the residents or patrons of the institution. Each item sent to a deposit collection is counted as one circulation. Do not consider the number of times it may circulate within the deposit collection.
INTER-LIBRARY LOAN:	Materials circulated to another regional or subregional library providing service to blind or handicapped readers.
LARGE TYPE:	This entry is to include circulation only to readers who are registered for the NLS/BPH program. Some libraries do not have large type collections or are unable to obtain statistics on large type circulation to blind and physically handicapped readers.

This form must be returned to Reference Section, NLS/BPH within two weeks after the end of the reporting period.

6.3 Collection Statistics

To record and report collection statistics you need:

- Daily, Weekly, and Monthly Statistics Tally Sheets

Collection statistics are a record of the size and composition of the library's collection. These statistics collected by NLS via the annual network survey and are useful to the library for planning facilities and weeding.

Daily Collection Statistics

Collection statistics are recorded on lines 10 through 13 on the daily, weekly, and monthly tally sheets. These may not be filled in daily; it will depend upon the shipments of new books and discards. You count both titles and containers for the collection statistics. See Figures 6.2A, 6.2B, and 6.2C for samples of the tally sheets.

A. On the days that new titles are processed (5.7), you will enter on lines 10 and 11 the number of titles and the number of containers (volumes for braille) which are added to the collection.

B. After the titles are processed and the shelf list cards prepared, count the number of containers received in each format and enter it on line 11 in the appropriate column.

C. Count the titles received in each format and enter the number on line 10 in the appropriate column.

D. When books are discarded (4.9), count the number of containers being removed and enter the number on line 13.

E. Count the number of titles being removed and enter the number on line 12.

Weekly and Monthly Collection Statistics

Weekly and monthly collection totals are prepared the same way the circulation totals are derived (6.2).

A. To get weekly collection totals, add all the numbers from the daily sheets (for the week) beginning with the box defined by line 10 - column A and ending with the box defined by line 13 - column G. Enter these totals in the corresponding boxes on the weekly sheet.

B. To get monthly collection totals, follow procedure A but add weekly sheets (for the month) instead of daily sheets.

C. You will also figure the net gain or loss in the collection (lines 13a and 13b) on a weekly and monthly basis. This will give you the actual change, either an increase or decrease, in the collection size.

6.4 Equipment Statistics

To record and report equipment statistics you need:

- *Machine Inventory Manual*
- LC Equipment Forms 73-119, 73-120, and 73-162a

Equipment statistics are reported monthly and semi-annually to NLS. Current status of talking book and cassette machines are reported monthly on 73-119 and 73-120 (Figures 6.4A and 6.4B). Semi-annual reports, due at NLS on April 1 and October 1, are submitted on 73-162a (Figure 6.4C). Detailed instructions for these statistics and the use of the forms are in the *Machine Inventory Manual*.

FIGURE 6.4A LC EQUIPMENT FORM 73-119

LIBRARY OF CONGRESS
NATIONAL LIBRARY SERVICE FOR THE BLIND
AND PHYSICALLY HANDICAPPED

MONTHLY TALKING BOOK MACHINE REPORT

MONTH

Library of Congress
National Library Service for the
Blind and Physically Handicapped
Equipment Control Officer
Washington, D.C. 20542

Form must be completed by the first day of each month and returned to the address indicated at left

Model	Ready for Assignment	Waiting for Repair	Being Repaired	Waiting List
A 80				
A 79				
A 78				
A 77				
A 76				
A 75				
A 74				
A 73				
A 72				
A 71				
A 70				
B 71				

Agency:

Address:

Signature of person reporting inventory:

73-119 (rev 10/79)

FIGURE 6.4B LC EQUIPMENT FORM 73-120

LIBRARY OF CONGRESS
National Library Service for the Blind and Physically Handicapped

MONTHLY CASSETTE MACHINE REPORT

Month ________________

Model	Machines Ready for Assignment	Machines Waiting for Repair	Machines Being Repaired
C 79			
C 78			
C 77			
C 76			
C 75A			
C 75			
C 74			
C 73			

Waiting List ☐

Agency: ____________________________________

____

Address: ____________________________________

____

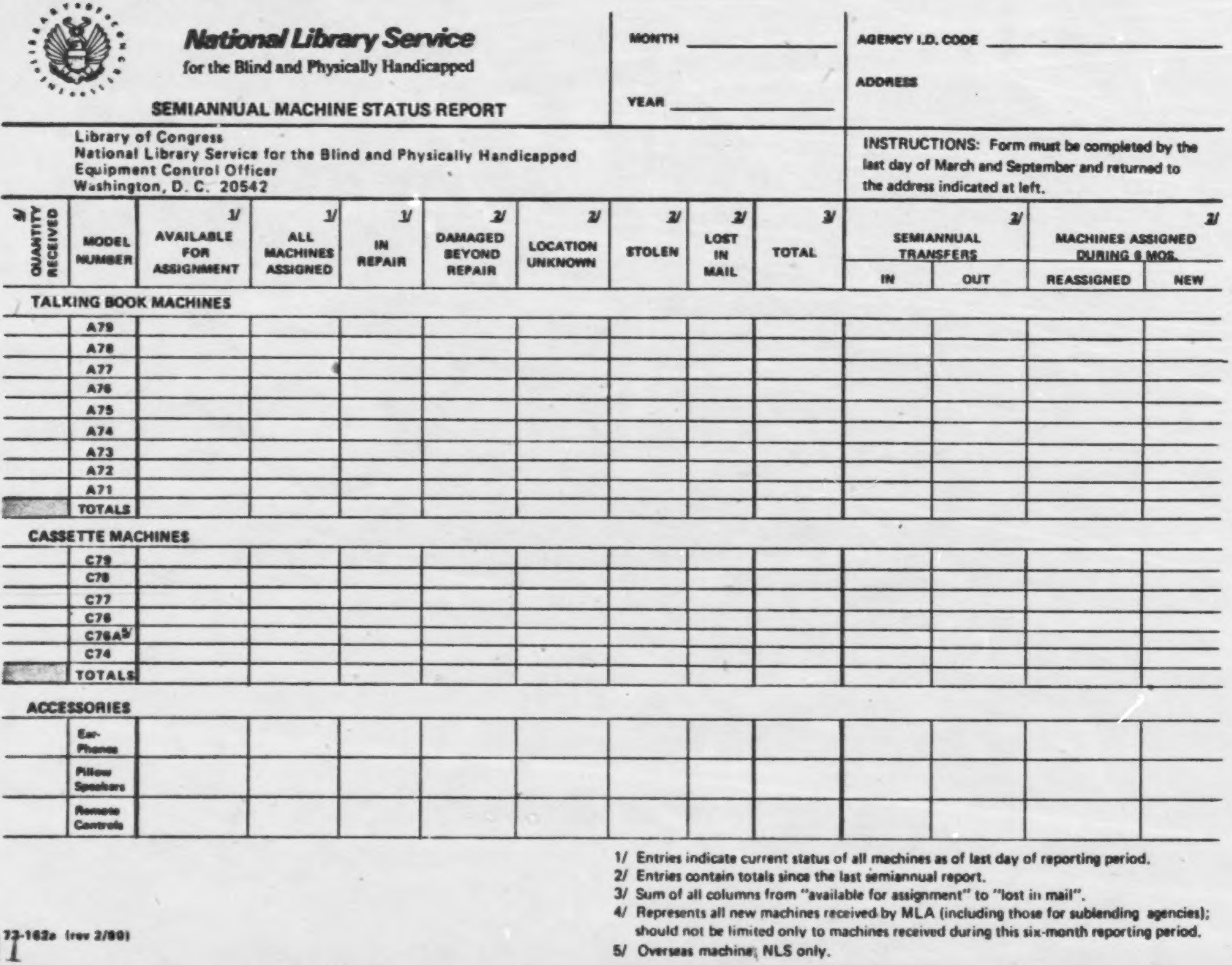
____
Signature of person reporting the inventory

Form must be completed by the first day of each month and returned to:

Library of Congress
National Library Service for the
Blind and Physically Handicapped
Equipment Control Officer
Washington, D.C. 20542

73-120 (rev 3/79)

FIGURE 6.4C LC EQUIPMENT FORM 73-162a



National Library Service
for the Blind and Physically Handicapped

SEMIANNUAL MACHINE STATUS REPORT

MONTH ____________

YEAR ____________

AGENCY I.D. CODE ____________

ADDRESS

Library of Congress
National Library Service for the Blind and Physically Handicapped
Equipment Control Officer
Washington, D. C. 20542

INSTRUCTIONS: Form must be completed by the last day of March and September and returned to the address indicated at left.

QUANTITY RECEIVED 4/	MODEL NUMBER	AVAILABLE FOR ASSIGNMENT 1/	ALL MACHINES ASSIGNED 1/	IN REPAIR 1/	DAMAGED BEYOND REPAIR 2/	LOCATION UNKNOWN 2/	STOLEN 2/	LOST IN MAIL 2/	TOTAL 3/	SEMIANNUAL TRANSFERS 2/		MACHINES ASSIGNED DURING 6 MOS. 2/	
										IN	OUT	REASSIGNED	NEW
TALKING BOOK MACHINES													
	A79												
	A78												
	A77												
	A76												
	A75												
	A74												
	A73												
	A72												
	A71												
	TOTALS												
CASSETTE MACHINES													
	C79												
	C78												
	C77												
	C76												
	C76A 5/												
	C74												
	TOTALS												
ACCESSORIES													
	Ear-Phones												
	Pillow Speakers												
	Remote Controls												

1/ Entries indicate current status of all machines as of last day of reporting period.
2/ Entries contain totals since the last semiannual report.
3/ Sum of all columns from "available for assignment" to "lost in mail".
4/ Represents all new machines received by MLA (including those for sublending agencies); should not be limited only to machines received during this six-month reporting period.
5/ Overseas machine; NLS only.

73-162a (rev 2/80)

APPENDIX 1
Addressing System

The fact that products or firms are listed in this appendix does not imply that they are endorsed or preferred by the Library of Congress or considered to be superior to others.

The addressing system plays an important role in this circulation system since it is a component of the patron folder and increases efficiency by reducing the number of files necessary to the system. The evaluation criteria which the addressing system must meet are:

- The master must be a 5- or 9-line plastic plate*

- The embossing and printing equipment must be easy to operate

- The supplies must be inexpensive and readily available

- The system must be flexible to allow for upgrading of equipment

- Both equipment and service must be widely available

- The printing equipment accept the 9 X 11 manila folder.

There are at least two commercial systems available nationally which meet these criteria. These systems are manufactured by Addressograph-Multigraph (A-M) and Pitney Bowes (P-B). Each system involves two pieces of basic equipment; an embosser for making the plastic cards and an ink roller imprinter for addressing the envelopes. Of the two, the A-M system offers more options than the P-B system for both the embosser and the imprinter.

A-M has two types of manually operated imprinters as well as electric imprinters. P-B has one basic manual imprinter with an electric imprinter available. A-M has only an electric embosser while P-B offers both manual and electric. Either system can be purchased for approximately $1,900-2,200 for the two pieces of equipment. Lease agreements are also available.

The necessary supplies are available from both companies. These are blank plastic cards in 5- or 7-line size and adhesive strips which attach the plates to the folder. The plastic cards come in a variety of colors. Optional plastic pockets are available from both companies. The pockets are recommended for libraries with active patrons or who address a lot of new envelopes or use the plate for newsletter mailing or other purposes. The pocket is attached to the folder and the plate kept in it and removed to make a label. This saves wear and tear on the folder.

---

* A 5-line plate is sufficient for the information required in the circulation system (3.1) but some libraries may wish to have additional information and so may need 7 lines.

NOTE: The library should consider the *Comprehensive Mailing List System* requirements for maximum number of characters per line when choosing an addressing system.

Libraries planning to change over to this system should consider both systems in light of the library's individual situation. A representative of each company can help you define your needs. The factors to consider are:

- Availability of equipment, parts, and service in your area.
- Volume of plates and envelopes to be prepared on a daily basis. Volume will affect the type of equipment needed, electric or manual.
- Individual price and discounts. The prices for each system quoted here are straight list price, no government or quantity discounts are considered.

The systems are similar in operation, size, and price.

Both Pitney Bowes and Addressograph-Multigraph offer a batch service. The companies will produce the plastic cards, embossed with name, address and other information for approximately $.50 per card plus a handling charge. In this case the library would need to have only a printer(s). For libraries with fewer than 2,500 readers, this may be a viable option. For the price of the embosser, a library could order about 3,500 embossed cards (an initial 2,500 and 1,000 additional or replacement cards). Several factors should be considered before a library selects this alternative.

- Turnaround time for the cards is up to 14 days, depending upon local service availability.
- The library's need to change patrons' addresses on a daily basis.
- Expected increase in number of readers may indicate the need to do in-house embossing.
- The staff time involved in preparing the copy for the embossing service should be included in the cost of this alternative.

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Addressograph-Multigraph System

Equipment

Embosser Model 320

This embosser is designed for low volume (fewer than 50 plates per day) addressing plate preparation. It provides upper case alpha, standard numerics and punctuation with manual selection of characters.

To operate, you visually align the desired character and a lever triggers embossing and spacing in the same operation. It takes approximately 2 minutes to prepare a card.

Measurements: 17" wide X 20" deep by 6-3/4" high

Cost: $1,750 (as of September 1980)

Embosser Model 6500

This is a much more sophisticated embosser and would be suitable in libraries which produce 50 to 100 plates per day. It has a 40-character buffer memory which allows the operator to work at maximum skill level while the embossing function catches up in its own. It can operate at 3 characters per second. It has two optional character drums: 64 or 92 character. All standard alpha fonts can be fitted.

The embosser operates with keyboard control.

Measurements: 18-2/5" wide X 26-1/2" deep X 15-1/5" high

Cost: $9,450 (as of September 1980)

12-40 Data Recorder

The unit will accommodate a variety of forms. It has two adjustable side gauges and one adjustable rear gauge. A dater can be added but would not be needed for the circulation system.

It was designed for credit card embossing. The envelope fits over the plastic card and an ink roller is pulled (from left to right) across the form and card and leaves the impression on the envelope. It will accommodate either 5- or 7-line cards.

Cost: $218 (as of September 1980)

12-27 Data Recorder

This unit is less useful for the circulation system since it was designed for use with forms that are bound into sales books but it is included here because it is less expensive. Libraries which address fewer than 50 envelopes a day may consider this unit.

To operate the unit, the person places the card on the printing bed, which is elevated, the form is put over the card and then the top of the unit is closed. The imprint is made by depressing a lever which is on the right end of the unit.

Cost: $183 (as of September 1980)

Supplies

Plastic Cards CR-50 (5 Line)

The cards are available in 13 colors.

Price: 1,000 = $150
5,000 = $74.25 per thousand
25,000 = $57.50 per thousand

Plastic Pockets with Tape

Double sided tape included to attach the pocket to the folder.

Price: 1,000 = $133

Pitney-Bowes

Equipment

Embosser 7963

This machine is manually operated. Characters are arranged alphabetically on a dial. The operator visually selects the character and then pulls a handle to make the impression. Operator can read the plate during embossing. Available with full upper and lower case alphabet, standard numerals and punctuation. Available with an electric motor. The manual model is suitable for fewer than 50 plates per day.

Cost: $1,950 (as of September 1980)

Impresser 7108

The machine is manually operated and accommodates any size form. Position envelope over the plastic card and pull roller (from left to right but will operate right to left) across envelope. This model has a pressure dial (0 to 9) which makes it easier to print thicker documents.

Cost: $340 (as of September 1980)

Supplies

Plastic Cards

The cards are available in blue or cranberry with white letters (when embossed).

Price:		5 Line	7 Line
Cards	Per 1,000	$52	$65
Pockets	100-400	$55 per 100	$60 per 100
	500-900	$45 per 100	$50 per 100
	1,000+	$40 per 100	$45 per 100
Adhesive	Per 1,000	$29	$54

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APPENDIX 2
Alternative to the Patron Folder

The fact that products or firms are listed in this appendix does not imply that they are endorsed or preferred by the Library of Congress or considered to be superior to others.

Libraries which do not wish to adopt the recommended patron folder can use a terminal digit Visirecord form instead. This alternative does not offer the same amount of detail as the recommended folder, nor is it in the same order. The most serious disadvantages of this form are:

- No record of the "in" date for book check-in
- Incomplete list of reading interests
- Less space to record machine numbers
- Less space for general remarks
- No record of magazines
- Special equipment required for storage

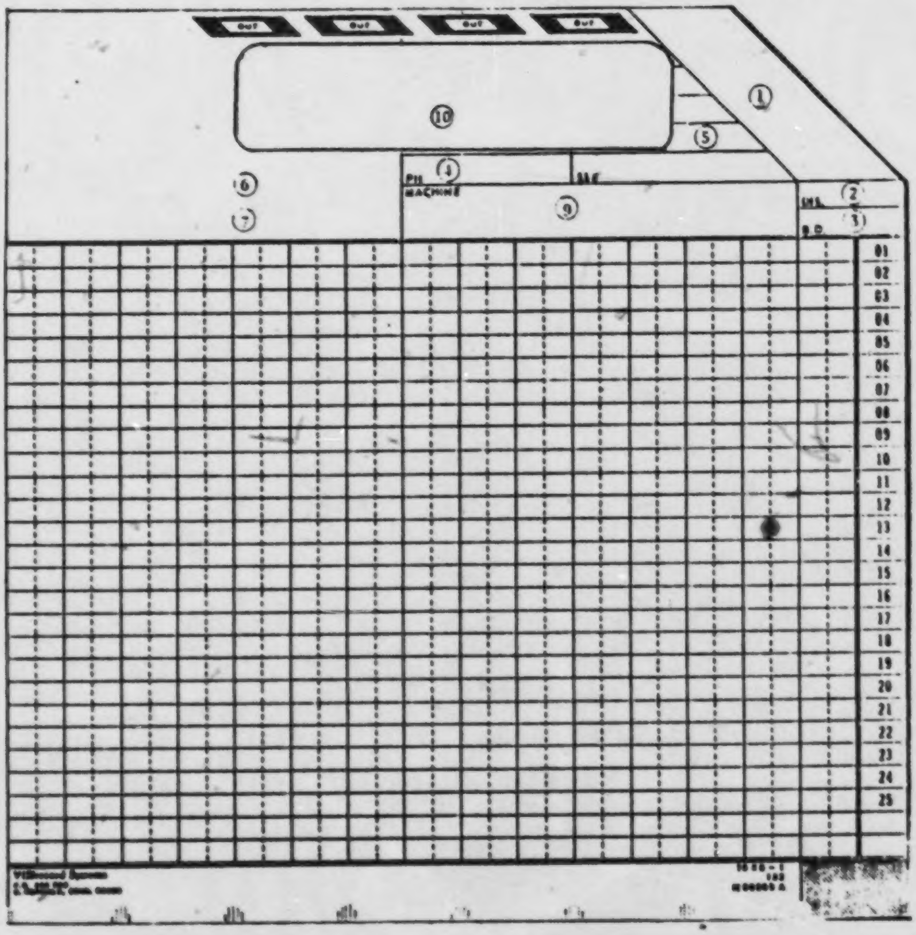
These disadvantages are present with all the Visirecord forms examined. The one recommended is used by the Dade County Talking Book Library (Miami, Florida) and is available from Visirecord systems in S. Norwalk, Connecticut. According to Visirecord, all forms are produced on a custom-made basis so it is possible that adaptations could be made.

NOTE: Other companies can produce custom designed forms and a library which chooses to use this type of patron record should seek competitive bids.

The form is reproduced as Figures A2.1 and A2.2. Each of the areas is numbered and the data entered in each is explained. The sources of the information, the application for service and the telephone call, are the same as in the recommended system. The patron will have two folders, one for recorded material and one for braille. The General Correspondence File, however, is expanded in this alternative because it now must contain the magazine list and expanded reading interests. The library should create a magazine sheet such as the one in Figure A2.3 to record the magazines and codes. (see 3.2 *Comprehensive Mailing List System and Magazine Subscriptions*).

When a patron cancels service, pull the Visirecord and the general file. Weed the General File (see 3.7 *Cancellation of Patron Service*) but do *not* discard the folder. Put the application, Visirecord and the items kept from the general file into the folder and file it in the Cancelled File.

FIGURE A2.1 FRONT OF VISIRECORD FORM


OUT
OUT
OUT
OUT
①
⑩
⑤
④
PH
MACHINE
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⑦
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③
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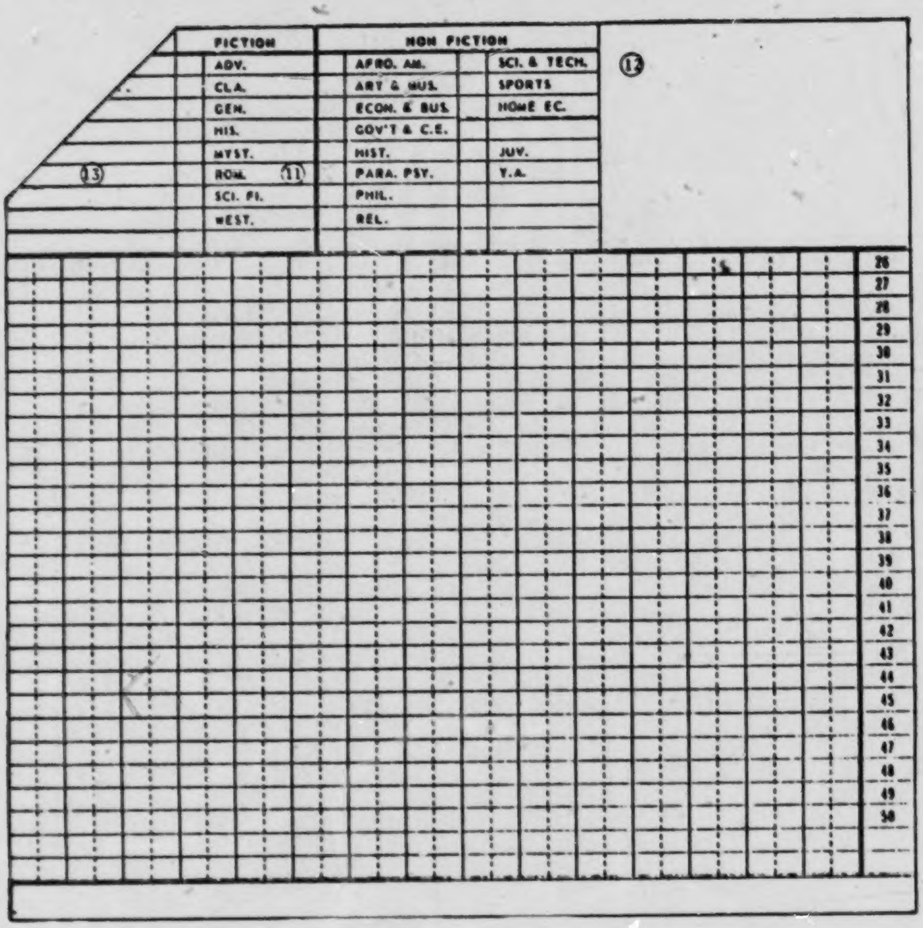
FIGURE A2.2 INSIDE OF VISIRECORD FORM



FICTION	NON FICTION		
ADV.	AFRO. AM.	SCI. & TECH.	⑫
CLA.	ART & MUS.	SPORTS	
GEN.	ECON. & BUS.	HOME EC.	
HIS.	GOV'T & C.E.		
MYST.	HIST.	JUV.	
⑬ ROM. ⑪	PARA. PSY.	Y.A.	
SCI. FI.	PHIL.		
WEST.	REL.		

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FIGURE A2.3 FORM FOR RECORDING PATRON MAGAZINE SUBSCRIPTIONS

Magazine (Code)	Date Started yy mm dd	Date Cancelled yy mm dd
1. ________	________	________
2. ________	________	________
3. ________	________	________
4. ________	________	________

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HOW TO COMPLETE THE VISIRECORD FORM

(1) Type patron's name, last name first. Underneath it, put the code for type of service (see 3.1 *Setting Up Patron Records*, line 4).

(2) Enter the disability code or codes as indicated on the application. (See 3.1, line 7.)

(3) Enter birth date. Use the year, month and day codes from line 5 of 3.1.

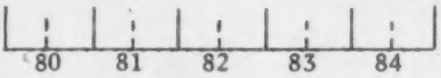
(4) Enter patron's work and phone telephone numbers.

(5) Enter patron's sex: "M" for male, "F" for female.

(6) Enter the codes for material format(s) the patron requests. (See 3.1, line 3.)

(7) Enter frequency of service. Use codes in 3.1, line 9.

(8) Follow the instructions for 3.1, line 18 to construct the "Active Reader" boxes. It will look like this:



(9) Enter machine serial numbers for both TBM and CBM. Note any accessories the patron has.

(10) Attach the master plate here.

Open the patron folder to the reading interest list.

(11) Check the reading interests the patron indicated.

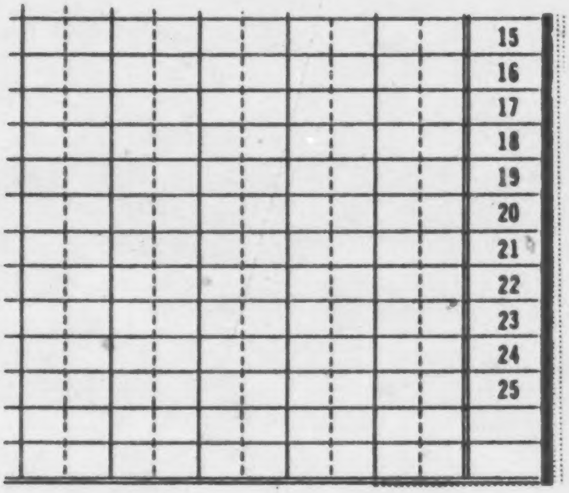
(12) Enter additional information about preference for narrator, restrictions indicated, or other details.

(13) Any remarks or additional data, such as contact person, can be entered here.

RECORD PATRON REQUESTS AND BOOK CHECK OUT

This is a terminal digit form and is used the same way as the inside of the patron folder except there is no "In" column.

The terminal digits, 01-00, are printed on the four sides of each record, 25 per side with two extra lines. The columns are divided into sets of two with solid lines separating the individual sets and broken lines separating the columns of the sets. It looks like this:

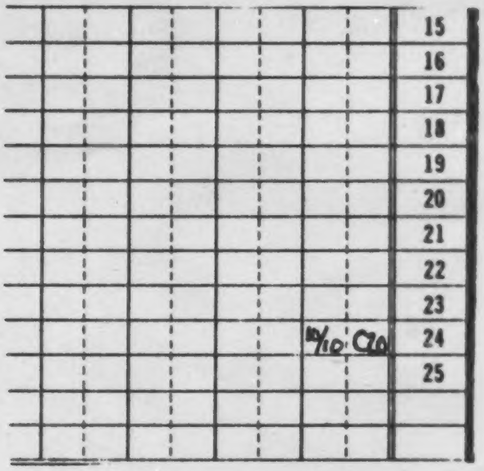


The right column (closest to the printed number) is where the book number is entered. The other column has the date the book was checked out entered.

Follow the steps in 4.1 *Recording Patron Requests* and in 4.3 *Book Check-Out*, except the form does not allow space for the year to be entered. When books are returned, you will check them in but since there is no "In" column, an alternative method is necessary. It is simple but doesn't provide as much information as the recommended system.

APPENDIX 2 Continued

In this example, RC 2024 was checked out on October 10.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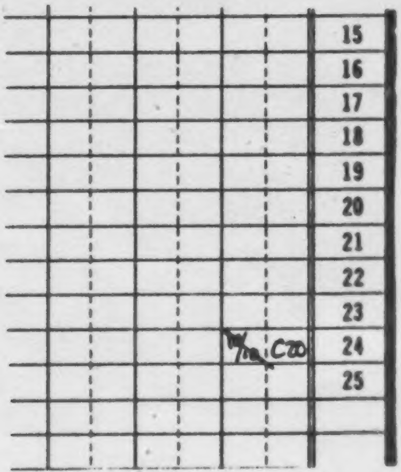
25
10/10 C20

When RC 2024 is returned, you will put a diagonal slash through the date. Use a pencil so that the number can still be read. It will look like this: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22
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24
25
10/10 C20

APPENDIX 3
Form Letters

Letters to patrons should be printed in large type. The letters in this appendix are typed in IBM Orator. The letters should be able to be re-folded and returned with the library's address and "free matter for the blind and physically handicapped" printed on the reserve of the letter. All letters should be specifically tailored to your library and include a phone number.

This section has the following letters in it:

A3.1 Format
A3.2 New Reader Welcome
A3.3 Transfer Welcome
A3.4 Braille Transfer
A3.5 Cancelled Patrons
A3.6 Reserve Recall Notice
A3.7 Reserve Card for Book Container
A3.8 Request List Reminder
A3.9 Request List with Order Form
A3.10 Inactive Reader
A3.11 Machine Retrieval
A3.12 Overdue
A3.13 Requests Not Sent
A3.14 Deposit Collection Exchange
A3.15 Letter to Transfer Patron

A3.1 Format for Letters to Patrons

PATRON LABEL

DEAR ______________________:

FROM

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Return Address

Free Matter for the
Blind and Physically
Handicapped

LIBRARY ADDRESS

Library Name/Address
Phone #

Free Matter for the
Blind and Physically
Handicapped

PATRON MAILING LABEL

A3-3

DEAR ____________________:

WE ARE HAPPY TO WELCOME YOU AS A PATRON OF __(LIBRARY NAME)__. OUR GOAL IS TO OFFER YOU GOOD AND EFFICIENT LIBRARY SERVICE.

IF YOU NEED A REPLACEMENT MACHINE, NEEDLE OR ACCESSORIES, PLEASE LET US KNOW. WE ENCOURAGE PATRONS TO TAKE AN ACTIVE ROLE IN SELECTING THEIR OWN BOOKS. PLEASE SEND US REQUESTS FOR SPECIFIC AUTHORS AND TITLES THAT YOU SELECT FROM TALKING BOOK TOPICS OR OTHER CATALOGS YOU HAVE RECEIVED.

WE ARE LOCATED AT __________(ADDRESS)__________. OUR TELEPHONE NUMBER IS __(NUMBER)__. A STAFF MEMBER WILL ANSWER THE TELEPHONE BETWEEN __(HOURS/DAYS)__. PLEASE LET US KNOW HOW WE MAY SERVE YOU.

SINCERELY,

DEAR ______________________:

WE HAVE RECEIVED NOTIFICATION OF YOUR TRANSFER FROM ____(STATE)____. WE HAVE RECEIVED ALL OF YOUR READING RECORDS. YOU WILL NOW BE SERVED BY ____(LIBRARY NAME)____. WE WILL TRY TO OFFER YOU GOOD, EFFICIENT LIBRARY SERVICE.

YOU MAY RECEIVE THE SAME BOOKS FROM OUR LIBRARY AS WERE AVAILABLE TO YOU AT YOUR PREVIOUS LIBRARY. WE ENCOURAGE YOU TO SEND US LISTS OF REQUESTS FROM *TALKING BOOK TOPICS* AND OTHER CATALOGS. YOUR REQUESTS WILL BE SENT WHENEVER POSSIBLE.

OUR LIBRARY IS LOCATED AT ____(ADDRESS)____ AND OUR TELEPHONE NUMBER IS ____(NUMBER)____. A STAFF MEMBER WILL ANSWER THE TELEPHONE BETWEEN ____(HOURS/DAYS)____. PLEASE LET US KNOW HOW WE MAY BETTER SERVE YOU.

SINCERELY,

DEAR ______________________:

YOUR READING RECORDS HAVE RECENTLY BEEN TRANSFERRED TO US FROM ___(STATE)___. ___(LIBRARY NAME/ADDRESS)___ ______________________ OFFERS TALKING BOOK SERVICE FOR DISCS AND CASSETTES. YOUR BRAILLE BOOKS WILL BE SENT TO YOU FROM:

___(LIBRARY NAME)___
___(ADDRESS)___
____
___(TELEPHONE)___

IF YOU WISH LIBRARY SERVICE ON DISC OR CASSETTE, PLEASE LET US KNOW. WE WILL BE HAPPY TO SERVE YOU AS QUICKLY AND AS EFFICIENTLY AS POSSIBLE.

SINCERELY,

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DEAR ____________________:

WE RECEIVED YOUR NOTE MARKED CANCEL. PLEASE CHECK ON THE FORM BELOW EXACTLY WHAT YOU WISH US TO DO ABOUT YOUR SERVICE.

☐ 1. DISCONTINUE FOR THE TIME BEING AND RESUME AT YOUR REQUEST.

☐ 2. REMOVE YOUR NAME FROM OUR LISTS PERMANENTLY FOR ALL MEDIA. (IN THAT CASE YOU MUST RETURN ALL BOOKS AND MACHINES ISSUED TO YOU).

☐ 3. IF YOUR SERVICE HAS BEEN UNSATISFACTORY, PLEASE TELL US WHERE WE FAILED. PERHAPS WE CAN SERVE YOU BETTER IN THE FUTURE.

SINCERELY,

A3.6 Reserve Recall Notice

DEAR ______________________:

ACCORDING TO OUR RECORDS, YOU HAVE HAD ____(TITLE)______ ____________________________, ______(BOOK NUMBER)______ SINCE ______(DATE)__________.

THIS BOOK HAS BEEN REQUESTED BY SEVERAL OTHER READERS. PLEASE FINISH READING IT AND RETURN IT AS SOON AS POSSIBLE.

YOUR COOPERATION WILL BE APPRECIATED BY OTHERS WHO ALSO USE OUR LIBRARY. IF YOU HAVE ANY QUESTIONS, PLEASE CALL US AT ____(NUMBER)____.

SINCERELY,

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A3.7 Reserve Card for Book Container

Card to put into container of books which are in high demand:

THIS IS A VERY POPULAR BOOK WHICH MANY PEOPLE WANT TO READ. WE WOULD APPRECIATE IT IF YOU WOULD READ IT QUICKLY AND RETURN IT. THANK YOU FOR YOUR COOPERATION.

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A3.8 Request List Reminder

DEAR PATRON:

JUST A REMINDER -- YOUR FILES SHOW THAT YOU HAVE VERY FEW REQUESTS FOR TALKING BOOKS AND CASSETTE BOOKS THAT HAVE NOT BEEN SENT. PLEASE SEND A LIST OF REQUESTS.

IF YOU NEED A CATALOG LET US KNOW. CALL US AT (TELEPHONE, HOURS/DAYS) OR WRITE TO US AT (ADDRESS).

SINCERELY YOURS,

A3.9 Request List with Order Form

DEAR ______________________:

WE NEED YOUR COOPERATION. OUR TALKING BOOKS AND CASSETTE BOOKS CIRCULATION IS GROWING RAPIDLY. WE WANT TO SERVE YOU AS QUICKLY AND EFFICIENTLY AS POSSIBLE. PLEASE SEND US A LIST OF REQUESTS FROM *TALKING BOOK TOPICS* OR OTHER CATALOGS.

SEND A LIST OF 30 TO 40 TITLES OR AUTHORS. YOU MAY REQUEST BOOKS BY NUMBER -- NO AUTHOR OR TITLE IS NECESSARY. AN ORDER FORM IS ATTACHED TO THIS LETTER.

IF YOU NEED A CATALOG OR OTHER ASSISTANCE, PLEASE CALL US AT __(TELEPHONE, HOURS/DAYS)__. WE WANT YOU TO RECEIVE BOOKS THAT YOU WANT TO READ.

SINCERELY,

ORDER FORM (NUMBERS ONLY)

1 ____________
2 ____________
3 ____________
4 ____________
5 ____________
6 ____________
7 ____________
8 ____________
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39 ____________
40 ____________

CIRCLE THE FIVE YOU WANT TO RECEIVE AS SOON AS POSSIBLE.

NAME ______________________________________
ADDRESS ______________________________________
CITY ______________________________________
ZIP ______________________________________

TO RETURN THIS LETTER, RE-FOLD IT WITH LIBRARY ADDRESS ON THE OUTSIDE. NO POSTAGE IS NEEDED.

Dear ____________________:

According to our records, you were mailed talking books on ___(date)______. Since that time, we have not had the opportunity to serve you. If you have read these books, please return them, and we will send you some more.

If your machine is not working or you need a new needle, let us know and we will replace it. If your machine is stored somewhere and you're not using it, please return it so we can lend it to someone else. All machines belong to the National Library Service for the Blind and Physically Handicapped. To keep the machine, you must receive direct mail magazines or talking books from us at least once a year.

If you return your machine now and wish to resume service in the future, simply notify us and we will start your service again.

Your cooperation will help us better serve you and other eligible readers. Please fill out the form on the following page and return it or call ( ) _ _ _ - _ _ _ _. (days/hours).

Sincerely,

__________ I WISH TO RECEIVE BOOKS ___WEEKLY ___BI-WEEKLY ___MONTHLY

__________ I AM RETURNING MY MACHINE FOR REPAIR. PLEASE SEND ANOTHER ONE.

__________ I NEED A NEW NEEDLE.

__________ I AM RETURNING MY MACHINE. PLEASE CANCEL MY SERVICE.

I SUBSCRIBE TO THESE MAGAZINES:

____

____

____

____

____

____

NAME ____

ADDRESS ____

CITY ____

PHONE ____

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DEAR ____________________:

WE HAVE TRIED TO REACH YOU BY TELEPHONE TO DISCUSS WHETHER OR NOT YOU WISH TO CONTINUE TO RECEIVE TALKING BOOKS. IF YOU DO NOT WANT TO RECEIVE OUR SERVICE ANY LONGER, YOU MUST RETURN THE MACHINE TO US. ACCORDING TO OUR FILES YOU HAVE THE FOLLOWING MACHINES:

____

____

____

PLEASE CALL US AT (PHONE NUMBER, DAYS/HOURS) OR WRITE TO US AT (LIBRARY ADDRESS) TO DISCUSS THIS PROBLEM.

SINCERELY,

DEAR ____________________:

OUR RECORDS SHOW THAT YOU HAVE (NUMBER) TALKING BOOKS, CHECKED OUT SINCE (LAST DATE BOOKS SENT). IF YOU HAVE READ THESE BOOKS, PLEASE RETURN THEM SO THAT OTHERS MAY ENJOY THEM.

IF THERE IS A REASON THAT THESE BOOKS HAVE NOT BEEN RETURNED, PLEASE TELL US. WE WILL BE HAPPY TO REPLACE OR REPAIR YOUR MACHINE. WE WOULD ALSO LIKE TO KNOW OF ANY DIFFICULTIES YOU ARE HAVING RETURNING OR RECEIVING BOOKS.

YOUR COOPERATION IS APPRECIATED.

SINCERELY,

DEAR ____________________:

REGARDING YOUR REQUEST FOR THE FOLLOWING BOOK:

AUTHOR: ______________________________

TITLE: ______________________________

SUBJECT AREA: ______________________________

_____1. THIS BOOK IS NUMBER ________. IT WAS SENT TO YOU ON ______________________.

_____2. THIS BOOK WAS NOT SENT BECAUSE:

____ALL COPIES ARE IN CIRCULATION. WE HAVE PLACED THIS BOOK ON RESERVE FOR YOU.

____WE HAVE NO COPIES OF THIS BOOK. WE HAVE REQUESTED THAT THE _____(LIBRARY)________ IN _____(AREA)_____ SEND THE BOOK TO YOU.

____THE BOOK IS NOT AVAILABLE IN TALKING BOOK FORMAT.

____THE BOOK IS AVAILABLE ONLY IN ANOTHER FORMAT: ______________________________.

____THE BOOK IS IN THE PROCESS OF BEING PRODUCED. IT WILL BE AVAILABLE _______(DATE)_________.

____THE BOOK IS AVAILABLE ONLY FROM:

____

____

____

PLEASE CALL THE LIBRARY AT (TELEPHONE/HOURS/DAYS) IF YOU HAVE ANY QUESTIONS.

SINCERELY,

DEAR ____________________:

THE __(NAME OF INSTITUTION)__ CURRENTLY HAS A DEPOSIT COLLECTION OF TALKING BOOKS FROM __(NAME OF LIBRARY)__.

ACCORDING TO THE SCHEDULE, __(NAME OF INSTITUTION)__ WILL RECEIVE A NEW COLLECTION OF __(NUMBER)__ BOOKS ON __(DATE)__.

TO MAKE THIS EXCHANGE AS SMOOTH AS POSSIBLE, WE SUGGEST THAT YOU BEGIN RETRIEVING THE BOOKS FROM YOUR RESIDENTS SO THAT WHEN THE COLLECTION IS EXCHANGED, MOST OF THE MATERIALS WILL BE RETURNED.

IF YOU HAVE SPECIFIC TITLE, SUBJECT, OR AUTHOR REQUESTS, PLEASE LET US KNOW AS SOON AS POSSIBLE. WE WILL TRY TO FILL THEM. WE WANT YOUR RESIDENTS TO ENJOY THE COLLECTION.

THANK YOU.

SINCERELY,

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A3.15 Letter to Transfer Patron

DEAR ____________________:

WE ARE SORRY TO HEAR THAT YOU ARE MOVING OUT OF OUR SERVICE AREA. WE HAVE TRANSFERRED ALL OF YOUR RECORDS TO (NEW REGIONAL LIBRARY, ADDRESS).

(OPTIONAL PARAGRAPH) THIS LIBRARY DOES NOT CIRCULATE BRAILLE BOOKS. THESE WILL BE SENT TO YOU FROM

(NEW BRAILLE LIBRARY)
(ADDRESS)
(PHONE)

THE LIBRARIANS THERE WILL BE IN TOUCH WITH YOU ABOUT THE NEW SERVICE. WE HOPE YOU ENJOYED OUR LIBRARY SERVICE AND WILL CONTINUE TO ENJOY IT IN YOUR NEW HOME.

SINCERELY,

APPENDIX 4
Glossary

Accessories. Equipment such as headphones and remote or special control devices used with talking book and cassette machines.

American Printing House for the Blind (APH). A major nonprofit publishing house that produces braille, recorded, and large-type materials, aids, and appliances. Administers the federal textbook program.

Application for service. An NLS form or an NLS-approved form of local design which eligible patrons submit to a network library to receive reader services. Applications are certified by competent authorities to indicate patron's eligibility for service.

BBR. See *Braille Book Review.*

BOD. See *Books on Demand.*

Book number. The number assigned to NLS-produced material. It includes a two-letter prefix, RC (cassette), RD (disc) or BR (press braille) and BRA (handcopied braille), and four or five digits. Each title has a different number. Books issued both as RC and RD will have the same number but a different prefix.

Books on Demand. Patrons who receive books only at the times they specifically request to receive them. Noted on line 4 of the patron folder.

Braille. A system devised by Louis Braille of embossing or transcribing for the blind in which the characters are represented by raised dots.

Braille Book Review. A bi-monthly publication of LC/NLS which gives information on the braille and general program of the National Library Service and provides an annotated bibliography of braille titles produced in quantity and released during a 2-month period. Lists volunteer-produced braille titles, as space permits; the braille edition also includes brief *TBT* listings and annotations.

Calendar service. Book service to users scheduled for a specific day of week or month.

Catalog. A list of books arranged according to a definite plan which records, describes, and indexes the resources of a collection, a library, or a group of libraries. As used in this document, the catalog is indexed by author, title, subject(s), language, and narrator.

CB. See *Talking Book.*

Circulation. The loan cycle of material from a library to the user and back. The number of items loaned during a given period of time is also termed *the circulation.*

CMLS. See *Comprehensive Mailing List System.*

Comprehensive Mailing List System (CMLS) Handbook. A handbook of procedures for adding and deleting patrons names on the mailing list for NLS. Includes procedures for magazine subscriptions.

Container. A box or envelope manufactured to store and ship the discs or tapes which make up a copy of a title. Corresponds to *volume* for braille. Used as a unit of measure for statistics of the circulation of discs or tapes.

Deposit collection. A collection of library materials and sound reproduction equipment furnished by a network library to an agency with a number of eligible users such as a nursing home, convalescent center, hospital, or library. Materials may be rotated on a regular basis.

Flexible disc. A very thin, inexpensive vinyl record used to record magazines and some popular titles produced in large quantities.

Format. The layout and rules for transcribing material in various media and the physical means used, such as cassette. In the latter sense, format may be used interchangeably with medium.

Inspect. To check book containers for completeness and order of contents, damage, and foreign matter.

Interlibrary loan. A procedure for borrowing books not in a library's collection from another library in the network.

Large type. Material printed in 14-point or larger type.

LC/DBPH. See *LC/NLS.*

LC/NLS. Library of Congress National Library Service for the Blind and Physically Handicapped; formerly Library of Congress Division for the Blind and Physically Handicapped.

APPENDIX 4 Continued

Librarian. See *Professional librarian.*

Machine. See *Machine Inventory Manual.*

Machine Inventory Manual: A Handbook of Procedures for Inventory Control of Government Issued Equipment (MIM). A set of procedures for assigning and keeping track of NLS-issued paly-back equipment for cassette and talking books.

Machine lending agency. An agency designated by LC/NLS to receive, issue, and control the inventory of specially designed record players, cassette machines, and accessories essential to the provision of service.

Media. The physical means such as braille or cassette used to produce books. See *Format.*

Microfiche. A sheet of film containing multiple microimages in a grid pattern. It usually contains a heading or title which can be read without magnification.

MIM. See *Machine Inventory Manual.*

MO. Magazines Only. A patron who receives only direct mail magazines is designated MO on the patron folder.

MSC. See *Multistate center.*

MT. See *Talking Book.*

Multistate Center. An agency operating under a contractual agreement with LC/NLS to provide material support services to regional libraries and machine lending agencies in an assigned portion of the network.

Narrator. A person who reads into a microphone to record material on magnetic tape.

Network. LC/NLS and the autonomous agencies cooperating with it under the provisions of P.L. 89-522 to provide library service to blind and physically handicapped residents of the United States.

Network library. General term for LC/NLS, regional, or subregional libraries; applies to each and all.

Open-reel. Reel-to-reel tape as opposed to a quick-loading type such as the cassette.

Overdue. Any material kept past the end of the designated loan period is overdue. This applies only to libraries that have a loan period of a specified length.

Patron. Any person eligible for NLS service and registered at a network library.

Patron folder. The manila folder on which is recorded the patron's circulation history and all information about the patron available from the application for service or interview.

Permanent resident. A person who intends to reside in the geographic area of a regional library for at least 6 months.

Processing. Routine clerical procedures to prepare materials for circulation.

Professional librarian. A person having a fifth-year degree from an ALA-accredited library school.

Program. A plan of service or a program activity.

RC. See *Talking book.*

RD. See *Talking book.*

Reader. Patron.

Reading interests. A list of broad subject headings printed on an application for service or the patron folder from which a patron chooses subjects of personal interest.

Recording for the Blind. A national, nonprofit service organization which supplies, free of charge, recorded educational materials to blind and physically and perceptually handicapped students at all educational and professional levels. The RFB Master Tape Library contains 42,000 recorded textbooks.

Regional library. A library for the blind and physically handicapped which is administered by a state library agency, public library, or agency for the blind. It must be designated by LC/NLS to administer library services to the residents of a specific geographic area, typically a state. The library usually provides direct services to users as well.

Registration. The application for service and its processing by the network library to establish patron service.

Request. A specific author or title the patron wishes to receive from the network library.

Request only. A patron who wishes to receive only books which are specifically selected by him or her. Noted on the patron folder as "request only" in block 16.

Reserve. The procedure for putting a hold on a book that is currently in circulation but which another patron wishes to receive when it is available.

RFB. See *Recording for the Blind.*

RO. See *Request only.*

Selection. A book title chosen to fill a user's request or a substitute sent to keep a user supplied with books if no specific requests are on hand when books are sent. The latter service is given with the permission and wish of the user.

Stack. Book or periodical storage unit composed of shelves supported by shelf supports which may be either the full width of the shelves or compact central columns.

Standard. A rule or model of quantity, quality, extent, level, or correctness. "Diagnostic or benchmark standards are based upon a model of the conditions in libraries known to be providing superior services, which are then used by other institutions in self-evaluation. Prescriptive standards are designed to provide guidelines for the development of normal service". The standards referred to in this manual are *Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped,* published by the American Library Association and from which this definition was taken.

Storage area. That portion of the total floor space of the library allocated to the storage of materials, supplies, and equipment not in immediate use.

Subregional library. A department or unit of a public library which provides service to the blind and physically handicapped residents of a specified area of the regional library's total service area. Designation requires approval of LC/NLS, the regional library, and the state library agency.

Suspension. A temporary discontinuation of a patron's service.

Talking book. A recording of print material on disc or cassette tape produced for the exclusive use of blind and physically handicapped readers. Formats were introduced by LC/NLS in the following order:

33-1/3--A title recorded on disc at 33-1/3 revolutions per minute.
TB--A title recorded on disc at 16-2/3 revolutions per minute.
MT--A title recorded on 7-inch open-reel magnetic tape at 3-3/4 inches per second.
CB--A title recorded on a cassette at 1-7/8 inches per second on two tracks of the tape.
RD--A title recorded on disc at 8-1/3 revolutions per minute.
RC--A title recorded on a cassette at 15/16 inches per second on two or four tracks of the tape.

Talking Book Topics. A bi-monthly publication of LC/NLS giving information on the general and recorded program of the national library service and providing an annotated listing of titles produced in quantity on disc and cassette released during a 2-month period.

TB. See *Talking book*.

TBT. See *Talking Book Topics*.

Temporary resident. A person who intends to reside in the geographic area of the regional library for less than 6 months; usually returns to a permanent residence after this time.

Title. The distinguishing name of a written, printed, or spoken work. By extension, the term is used to denote the work in general, as differentiated from the variable number of copies of a book or magazine.

Transfer. A patron who moves out of one network library service area into another.

Turnaround. Book service in which a patron receives one book for each book returned.

Unit. A service agency that is a constituent member of the LC/NLS network.

User. See *Patron*.

Weed. To discard or transfer to storage superfluous copies or rarely used books and materials no longer in active use.

Withdrawal. The process of removing all entries for a book no longer in the library collection from library records.

APPENDIX 5
Explanation of Patron Folder to Send with Transfer Records

The patron folder is the record of all information available about the individual, including reading interests and reading history. The following is a line-by-line explanation of symbols.

1. Patron's name

2. Patron's age category (13 and under is juvenile)

3. Media patron uses

RD = Recorded disc	BR = Braille	LT = Large type
RC = Cassette book	OR = Open reel	OT = Other

4. Type of service:

   T = Turnaround; patron receives one book for each book returned

   C = Calendar; patron receives a shipment of books on a certain day each week or month (see line 9)

   BOD = Books on demand; patron receives books only when he or she specifically requests them.

   MO = Magazines only; patron receives only direct circulation magazines.

5. Patron's address in our library district

6. Date patron started service (all dates on the front of the folder are recorded as 2-digit codes -- year first, month, then day).

7. Type of handicap

   BL = Blind

   VH = Visual handicap

   PH = Physically handicapped

   RD = Reading disability

8. Patron's phone numbers in our library district

9. Day of week or month calendar patron receives books. Number in parentheses is the number of books per shipment.

10. Patron's date of birth

11. Patron's sex

12. Veteran status; "yes" is circled if honorably discharged

13. County of residence

14. Contact person in our area

15. Patron's reading interests and book preferences

16. Remarks and special instructions about patron service

17. Magazines patron receives (Codes in parentheses are from *Comprehensive Mailing List System Handbook)*

18. Active reader status: first box for October-March; second for April-September

19. Machine Records. Serial numbers of all machines and accessories issued to patrons and date they were issued and returned

The reading history is recorded on the inside and back of the folder in the section that looks like this:

In	Out	#	In	Out	#	
						01
						02
						03
						04
						05
						06
						.
						.
						31
						32
						33
						34
						35

APPENDIX 5 Continued

Patron requests are recorded in the column labeled #. Each request is recorded using *part* of the RD, RC, or BR number and a code to indicate a patron request.

NOTE: Braille and recorded material are kept in separate folders but the procedure is the same. BR is for press braille and BA for handcopied braille.

To record RD 12304 write the following:

P = Patron request
D = Recorded disc
123 = All but the last two numbers of the book number; these are already printed on the form.

To record RC 12706 write the following:

P = Patron request
C = Cassette book
127 = All but the last two numbers of the book number.

To record braille title BR 1433 write the following:

P = Patron request
BR = Press braille
14 = All the numbers in the book number but the last two numbers.

These three titles will look like this when recorded on the folder:

In	Out	#	In	Out	#	
						01
						02
						03
					PD123	04
						05
					PC127	06
						.
						.
						31
						32
					PBR14	33
						34
						35

Special requests are circled in red on the folder.

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APPENDIX 5 Continued

When a book is sent to the patron, the date is recorded in the column marked "Out." The month, day, and year are recorded. For a book checked out April 8, 1980 write 4/8/80.

When a book is returned, the date is recorded in the column marked "In," month, day, and year.

You can tell from the folder what books have been sent and returned and what books are still checked out to the patron, as well as those waiting to be sent.

An example and explanation follow:

In	Out	#	In	Out	#	In	Out	#	
				5/8/80	RC146	7/10/80	5/8/80	RD101	01
									02
						5/25/80	3/14/80	RD79	03
								RD101	04
					RC100		5/25/80	RC144	05
									06
									.
									.
							7/10/80	D120	31
							5/8/80	RC133	32
							7/10/80	RC140	33
									34
								RC133	35

On March 14, 1980 RD 7903 was checked out. It was returned May 25.

On May 25, 1980 RC 14405 was checked out.

Three books were checked out on May 8, 1980--RC 14001, RD 10101, and RC 13332.

RD 10101 was returned July 10, 1980. RC 14033 and RD 12031 were checked out July 10, 1980.

There are several requests which remain to be sent:

RC 10005, RD 10104, and RC 13335.

If there is no "P" code, it means someone besides the patron selected the book be sent. RD 12031 is a book like this.

You always read the numbers from left to right but the form is used right to left when filling in the numbers.

APPENDIX 6
Flow Diagrams

This section consists of flow diagrams of the procedures in the circulation system. Only those procedures which lend themselves to flow diagramming are included. Each is labelled with the procedure number and title (e.g., 3.1 *Setting Up the Patron Folder*). These diagrams will help you to better understand the order and flow of the procedures. Figure A6 is an explanation of the symbols used in the diagrams. The procedures diagrammed in this section are:

3.1 Setting Up Patron Records

3.2 Comprehensive Mailing List System and Magazine Subscriptions

3.4 Deposit Collections

3.5 Initial Shipment to Patron

3.7 Cancellation of Patron Service

4.1 Recording Patron Requests

4.2 Book Check-In

4.3 Book Check-Out

4.5 Reserves

4.7 Book Retrieval

4.8 Damage Check

4.9 Weeding

5.3 Temporary Service

5.4 Suspension in Service

5.5 Temporary Change of Address

5.6 Transfer of Patron Records to or from Another Network Library

5.7 New Title Processing

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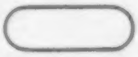
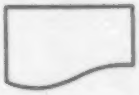
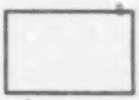
FIGURE A6.1 Meaning of Symbols and Abbreviations



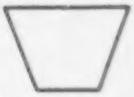
TERMINAL INTERRUPT--A terminal point in a flow chart, e.g., start, stop, halt, delay, or interrupt.



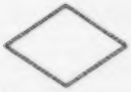
DOCUMENT--In this manual, a talking book, application form, patron folder, order form, or mailing label.



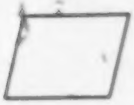
PROCESS--Any processing function.



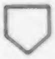
MANUAL OPERATION--In this manual, a filing or refiling activity.



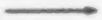
DECISION--A question whose answer determines one of several alternate paths in the flow chart.



INPUT/OUTPUT--In this manual, a telephone call or file of records.



OFF PAGE CONNECTOR--A symbol used for entry or exit from a page.



DIRECTION--The direction of work flow.

****

ABBREVIATIONS

Appln : NLS Application Form

TBT : Talking Book Topics

BBR : Braille Book Review

CMLS : Comprehensive Mailing List System

"Letter at Bottom of Symbols" : Procedures Described in the Manual

MSC : Multi-State Center

Cont. : Continued

ILL : Interlibrary Loan

: Greater Than

Cplt : Complete

Cpltd : Completed

Dmgd : Damaged

RL : Regional Library

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FIGURE A6.2 Setting Up Patron Records

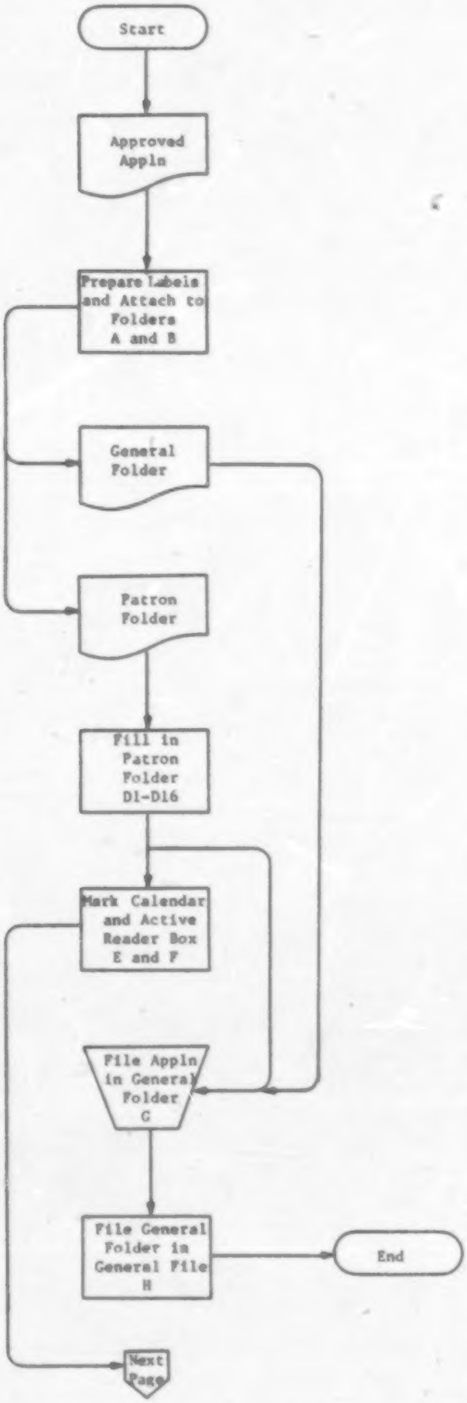
Start
Approved Appln
Prepare Labels and Attach to Folders A and B
General Folder
Patron Folder
Fill in Patron Folder D1-D16
Mark Calendar and Active Reader Box E and F
File Appln in General Folder G
File General Folder in General File H
End
Next Page

FIGURE A6.2 Continued

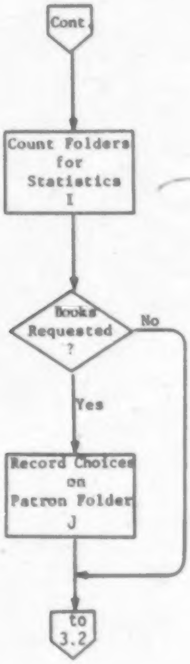
Cont.
Count Folders for Statistics I
Books Requested ?
No
Yes
Record Choices on Patron Folder J
to 3.2

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FIGURE A6.3 Comprehensive Mailing List System and Magazine Subscriptions

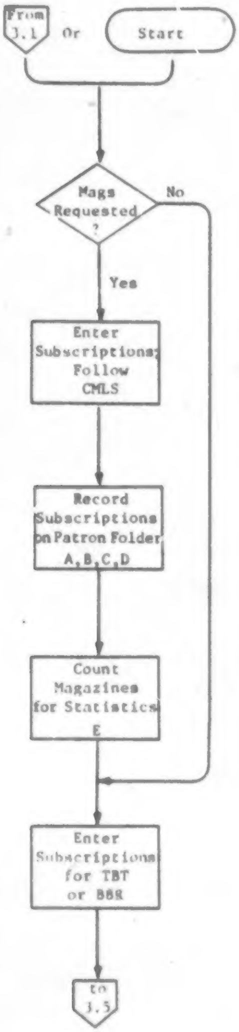
From 3.1
Or
Start
Mags Requested ?
No
Yes
Enter Subscriptions; Follow CMLS
Record Subscriptions on Patron Folder A,B,C,D
Count Magazines for Statistics E
Enter Subscriptions for TBT or BBR
to 3.3

FIGURE A6.4 Deposit Collections

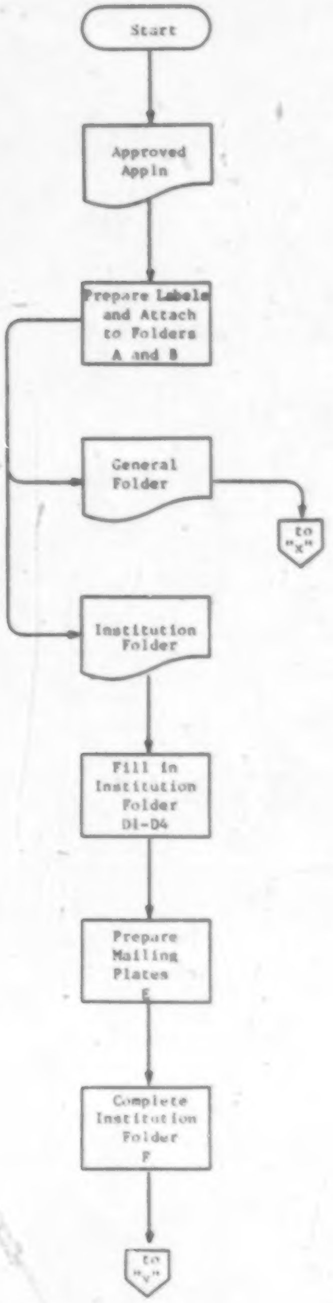
Start
Approved Appln
Prepare Labels and Attach to Folders A and B
General Folder
to "X"
Institution Folder
Fill in Institution Folder D1-D4
Prepare Mailing Plates E
Complete Institution Folder F
to "Y"

FIGURE A6.4 Continued

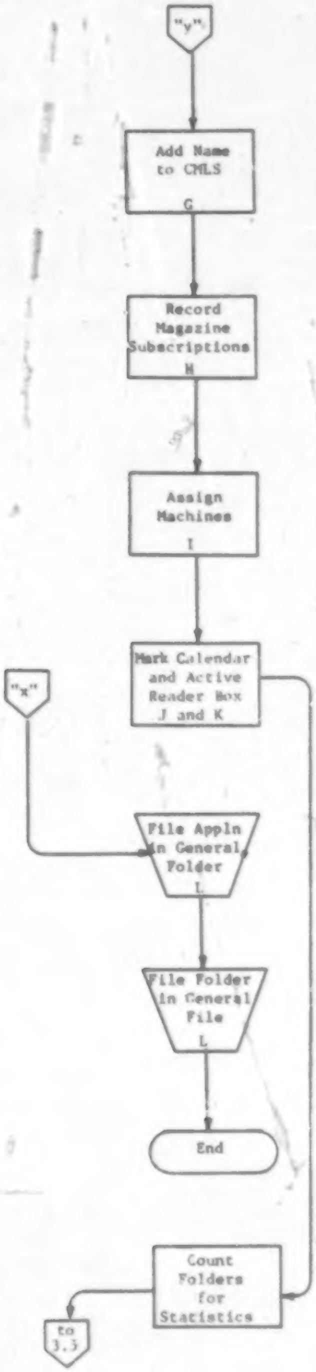
"y"
Add Name to CMLS G
Record Magazine Subscriptions H
Assign Machines I
Mark Calendar and Active Reader Box J and K
"x"
File Appln in General Folder L
File Folder in General File L
End
Count Folders for Statistics
to 3.3

FIGURE A6.5 Initial Shipment to Patron

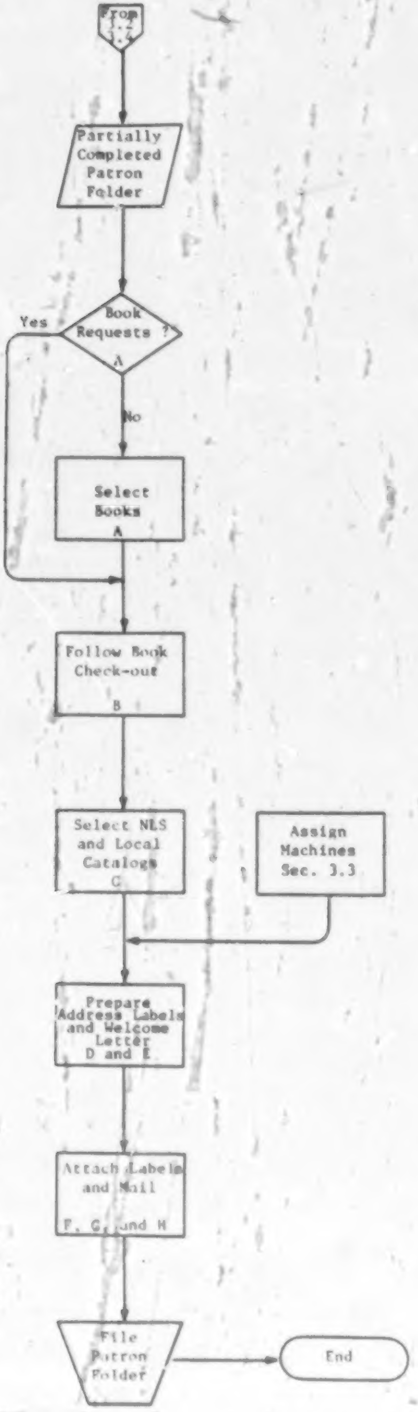
From
Partially Completed Patron Folder
Book Requests ?
A
Yes
No
Select Books
A
Follow Book Check-out
B
Select NLS and Local Catalogs
C
Assign Machines Sec. 3.3
Prepare Address Labels and Welcome Letter
D and E
Attach Labels and Mail
F, G, and H
File Patron Folder
End

FIGURE A6.6 Cancellation of Patron Service

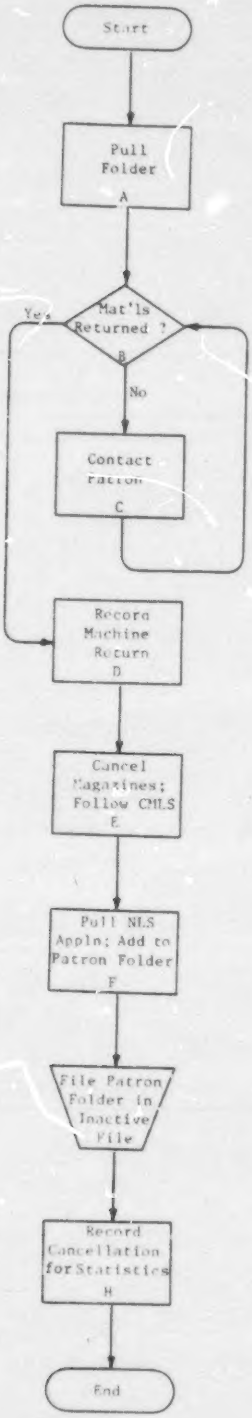
Start
Pull Folder
A
Mat'ls Returned ?
B
Yes
No
Contact Patron
C
Record Machine Return
D
Cancel Magazines; Follow CMLS
E
Pull NLS Appln; Add to Patron Folder
F
File Patron Folder in Inactive File
Record Cancellation for Statistics
H
End

FIGURE A6.7 Recording Patron Requests

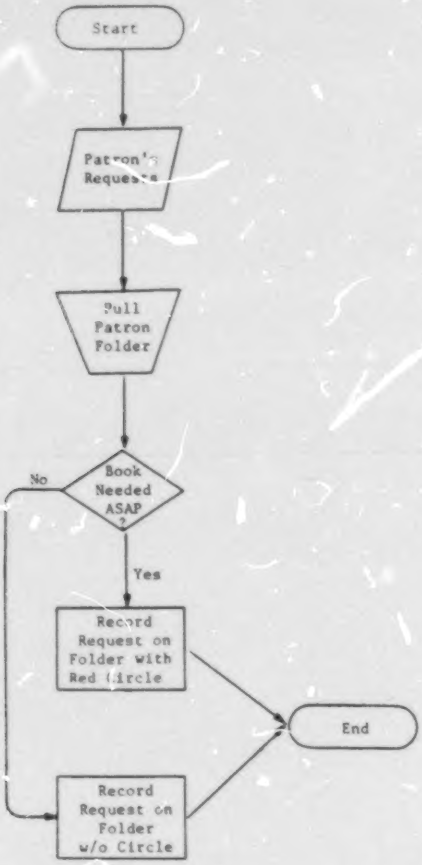
Start
Patron's Requests
Pull Patron Folder
Book Needed ASAP ?
No
Yes
Record Request on Folder with Red Circle
Record Request on Folder w/o Circle
End

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FIGURE A6.8 Book Check-In

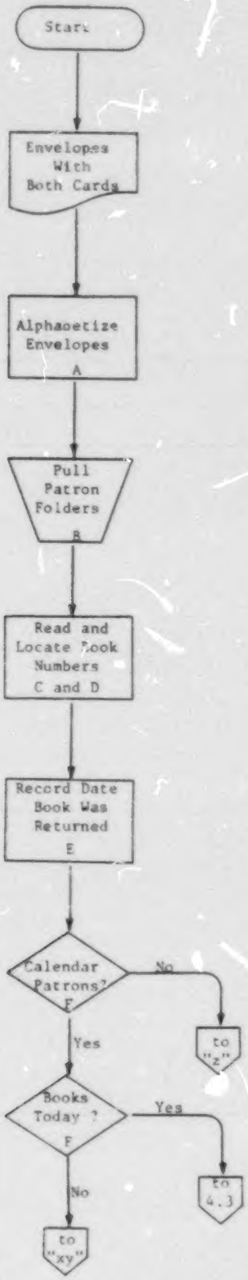
Start
Envelopes With Both Cards
Alphabetize Envelopes
A
Pull Patron Folders
B
Read and Locate Book Numbers
C and D
Record Date Book Was Returned
E
Calendar Patrons?
F
No
to "z"
Yes
Books Today ?
F
Yes
to 4.3
No
to "xy"

FIGURE A6.8 Continued

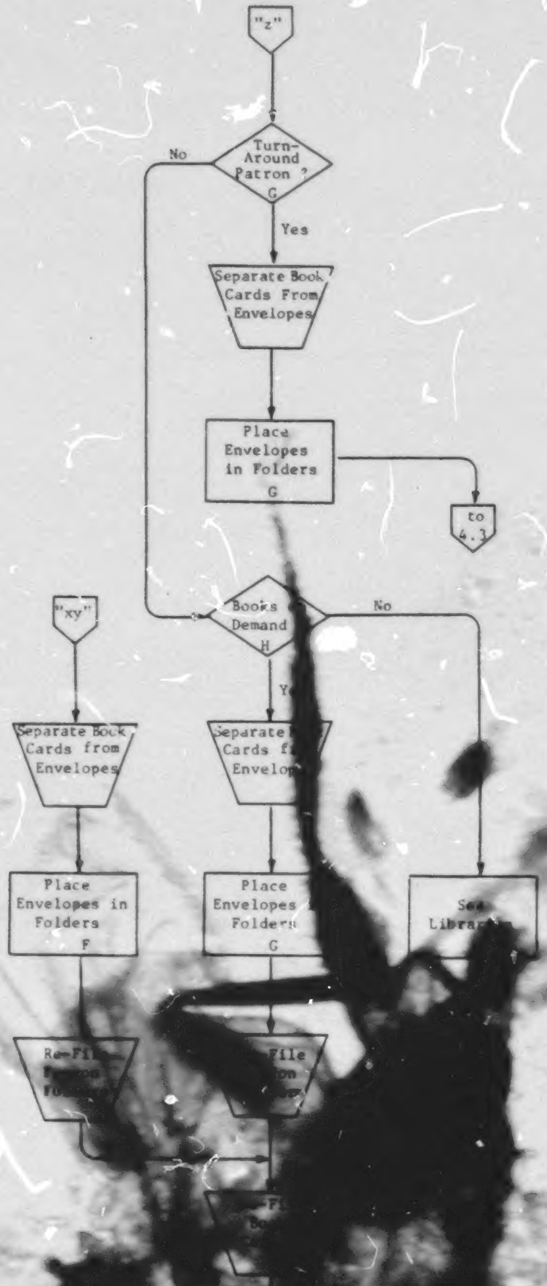
"z"
Turn-Around Patron ?
G
No
Yes
Separate Book Cards From Envelopes
Place Envelopes in Folders
G
to 4.3
Books Demand
H
No
Ye
"xy"
Separate Book Cards from Envelopes
Separate Cards fr Envelop
Place Envelopes in Folders
F
Place Envelopes Folders
G
See Librar
Re-File
File

FIGURE A6.9 Book Check-Out

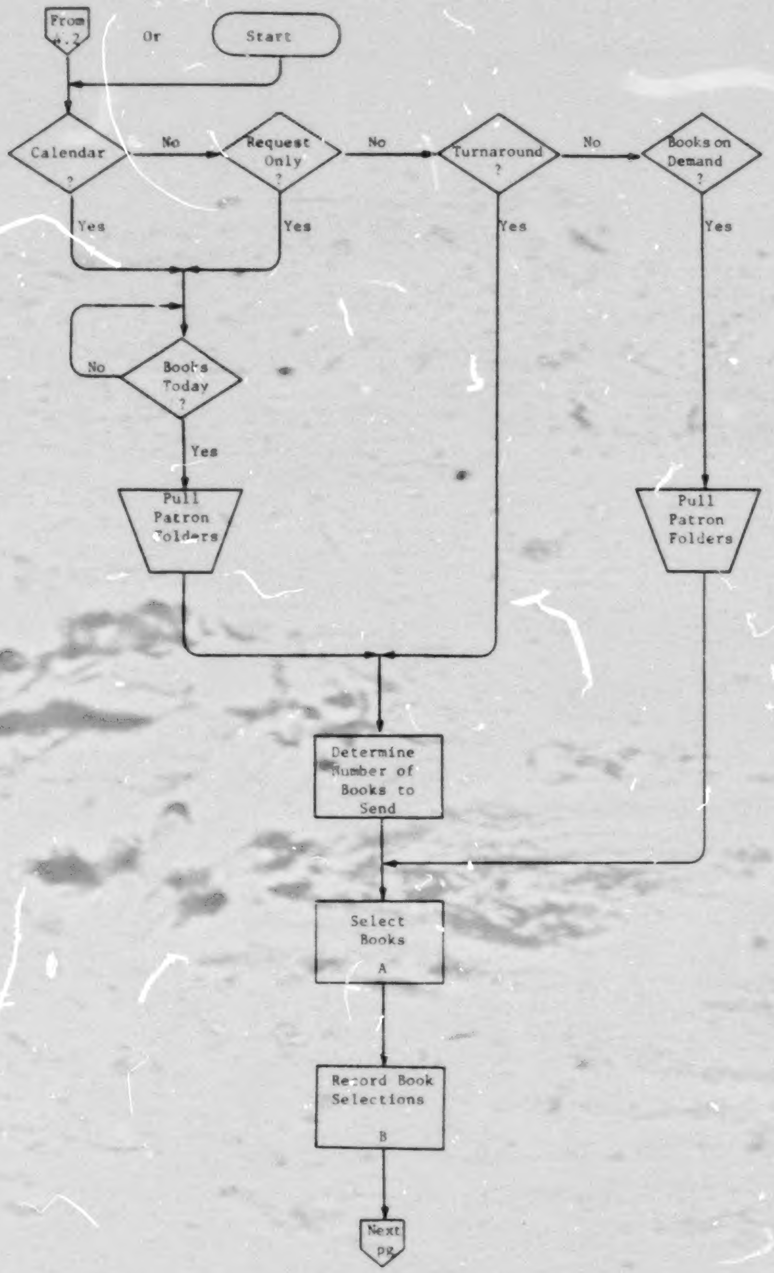
From
4.2
Or
Start
Calendar
?
No
Request
Only
?
No
Turnaround
?
No
Books on
Demand
?
Yes
Yes
Yes
Yes
No
Books
Today
?
Yes
Pull
Patron
Folders
Pull
Patron
Folders
Determine
Number of
Books to
Send
Select
Books
A
Record Book
Selections
B
Next
pg

FIGURE A6.9 Continued

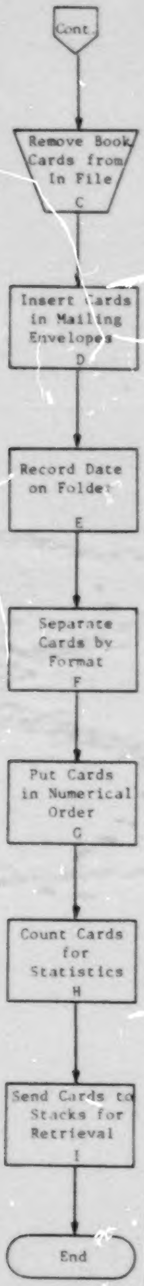
Cont.
Remove Book Cards from In File C
Insert Cards in Mailing Envelopes D
Record Date on Folder E
Separate Cards by Format F
Put Cards in Numerical Order G
Count Cards for Statistics H
Send Cards to Stacks for Retrieval I
End

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FIGURE A6.10 Reserves

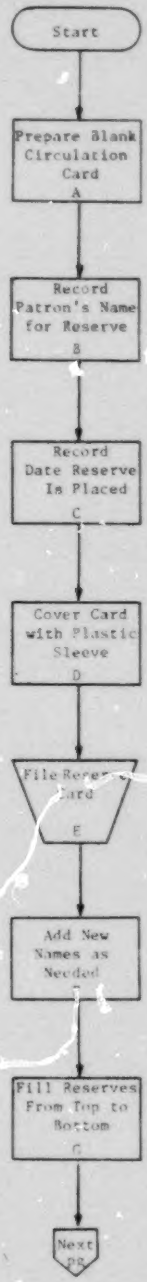
Start
Prepare Blank Circulation Card
A
Record Patron's Name for Reserve
B
Record Date Reserve Is Placed
C
Cover Card with Plastic Sleeve
D
File Reserve Card
E
Add New Names as Needed
F
Fill Reserves From Top to Bottom
G
Next PP

FIGURE A6.10 Continued

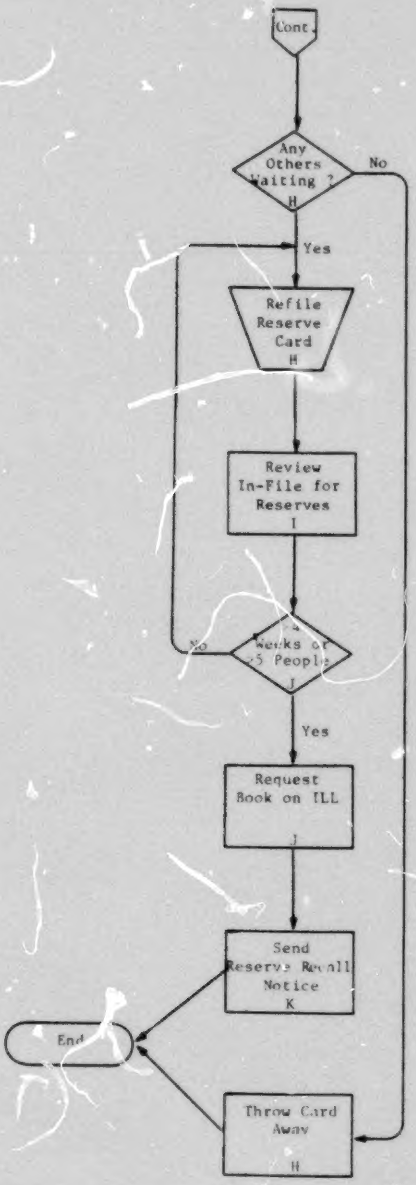
Cont.
Any Others Waiting ?
H
No
Yes
Refile Reserve Card
H
Review In-File for Reserves
I
>4 Weeks or >5 People
J
No
Yes
Request Book on ILL
J
Send Reserve Recall Notice
K
End
Throw Card Away
H

FIGURE A6.11 Book Retrieval

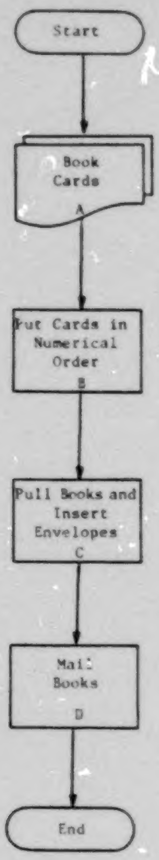
Start
Book Cards
A
Put Cards in Numerical Order
B
Pull Books and Insert Envelopes
C
Mail Books
D
End

FIGURE A6.12 Damage Check

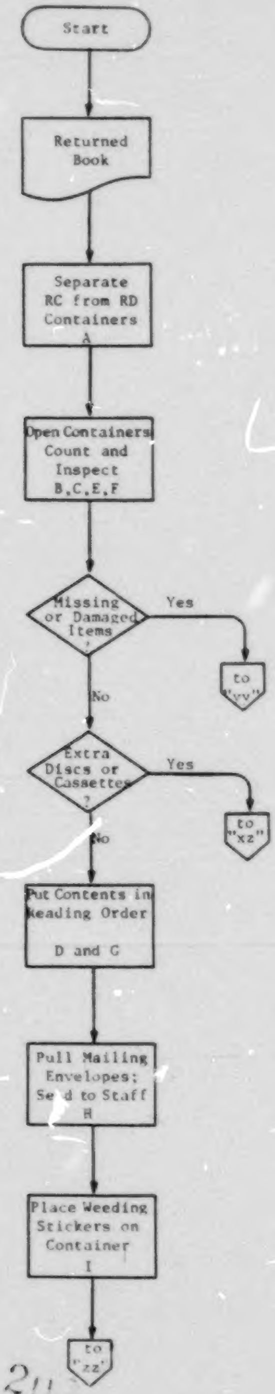
Start
Returned Book
Separate RC from RD Containers A
Open Containers Count and Inspect B,C,E,F
Missing or Damaged Items ?
Yes
to "yy"
No
Extra Discs or Cassettes ?
Yes
to "xz"
No
Put Contents in Reading Order D and G
Pull Mailing Envelopes; Send to Staff H
Place Weeding Stickers on Container I
to "zz"

FIGURE A6.12 Continued

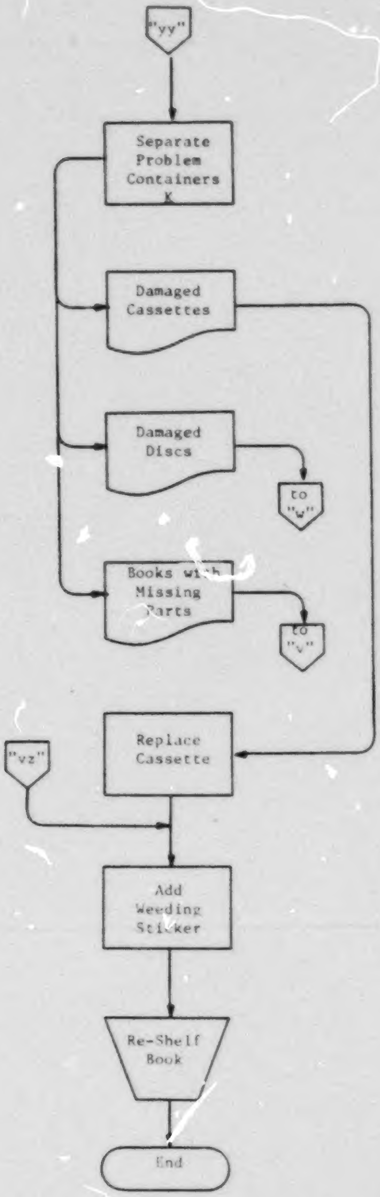
"yy"
Separate Problem Containers
Damaged Cassettes
Damaged Discs
to "w"
Books with Missing Parts
to "v"
Replace Cassette
"vz"
Add Weeding Sticker
Re-Shelf Book
End

FIGURE A6.12 Continued

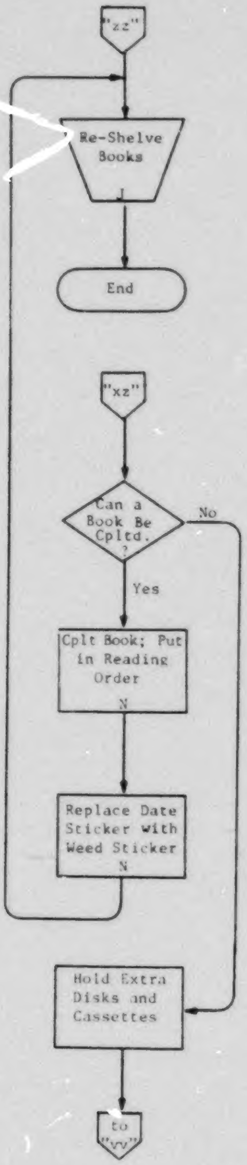
"zz"
Re-Shelve Books
End
"xz"
Can a Book Be Cpltd. ?
No
Yes
Cplt Book; Put in Reading Order
N
Replace Date Sticker with Weed Sticker
N
Hold Extra Disks and Cassettes
to "yy"

FIGURE A6.12 Continued

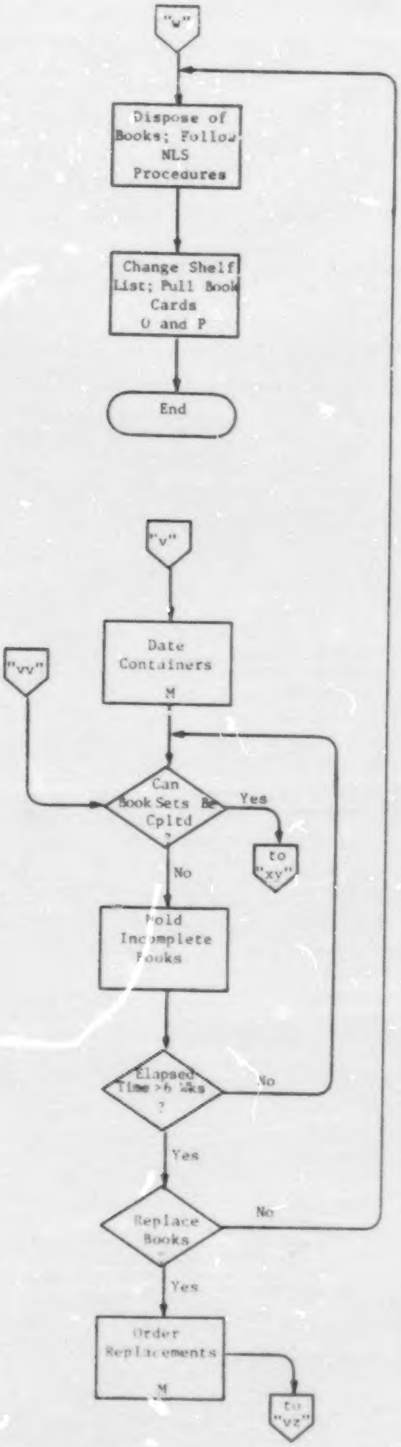
"W"
Dispose of Books; Follow NLS Procedures
Change Shelf List; Pull Book Cards
O and P
End
"V"
Date Containers
M
"VV"
Can Book Sets Be Cpltd ?
Yes
to "XY"
No
Hold Incomplete Books
Elapsed Time >6 Wks ?
No
Yes
Replace Books ?
No
Yes
Order Replacements
M
to "VZ"

FIGURE A6.13 Weeding

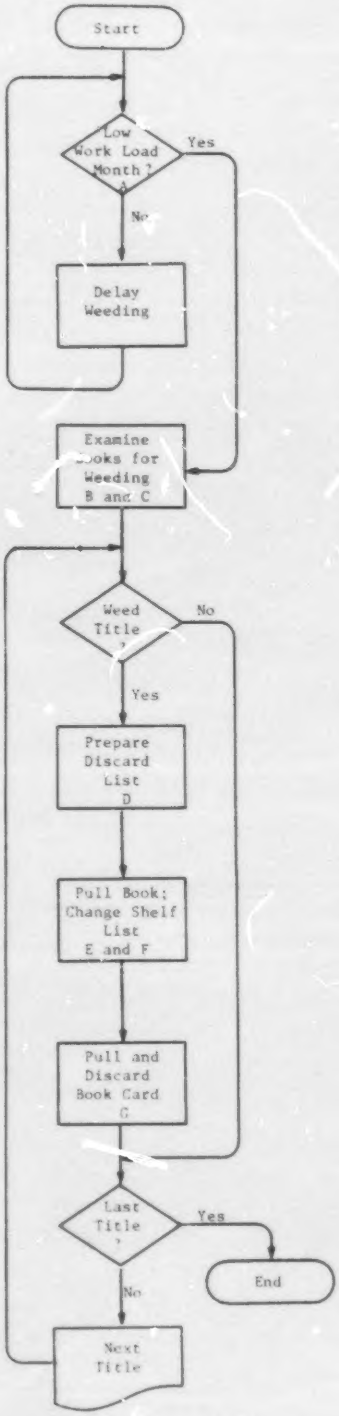
Start
Low
Work Load
Month?
A
Yes
No
Delay
Weeding
Examine
Books for
Weeding
B and C
Weed
Title
?
No
Yes
Prepare
Discard
List
D
Pull Book;
Change Shelf
List
E and F
Pull and
Discard
Book Card
G
Last
Title
?
Yes
End
No
Next
Title

FIGURE A6.14 Temporary Service

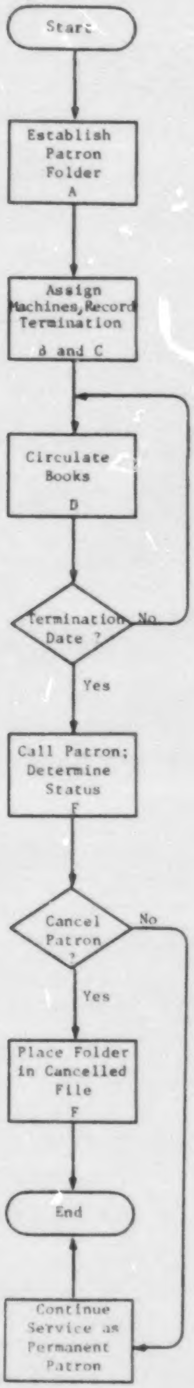
Start
Establish Patron Folder A
Assign Machines, Record Termination B and C
Circulate Books D
Termination Date ?
No
Yes
Call Patron; Determine Status F
Cancel Patron ?
No
Yes
Place Folder in Cancelled File F
End
Continue Service as Permanent Patron

FIGURE A6.15 Suspension in Service

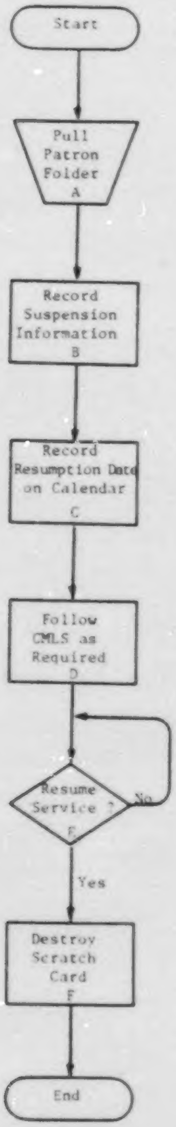
Start
Pull Patron Folder A
Record Suspension Information B
Record Resumption Date on Calendar C
Follow CMLS as Required D
Resume Service ? E
No
Yes
Destroy Scratch Card F
End

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FIGURE A6.16 Temporary Change of Address

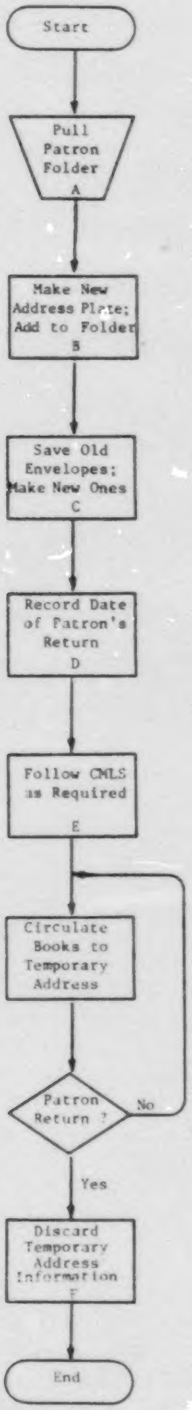

Start
Pull Patron Folder
A
Make New Address Plate; Add to Folder
B
Save Old Envelopes; Make New Ones
C
Record Date of Patron's Return
D
Follow CMLS as Required
E
Circulate Books to Temporary Address
Patron Return ?
No
Yes
Discard Temporary Address Information
F
End

FIGURE A6.17 Transfer of Patron Records To or From Another Network Library

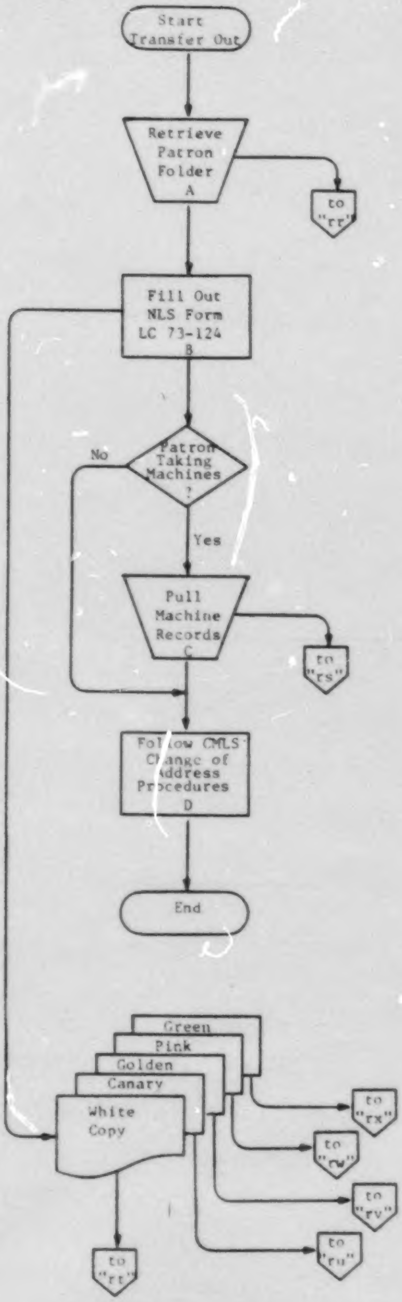

Start Transfer Out
Retrieve Patron Folder A
to "rr"
Fill Out NLS Form LC 73-124 B
Patron Taking Machines ?
No
Yes
Pull Machine Records C
to "rs"
Follow CMLS Change of Address Procedures D
End
Green
Pink
Golden
Canary
White Copy
to "rx"
to "rw"
to "rv"
to "ru"
to "rt"

FIGURE A6.17 Continued

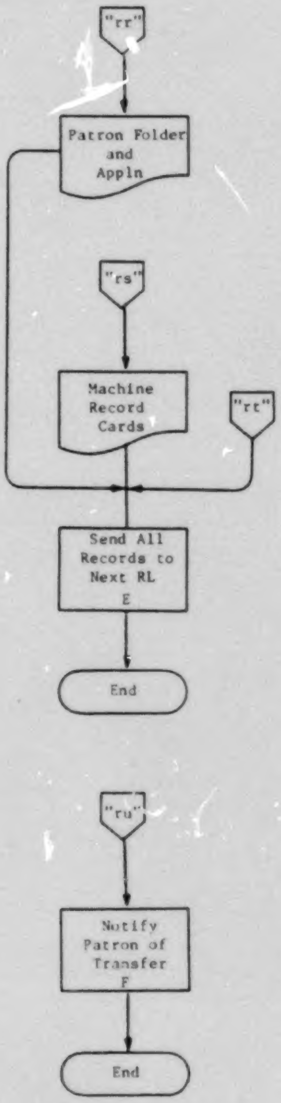
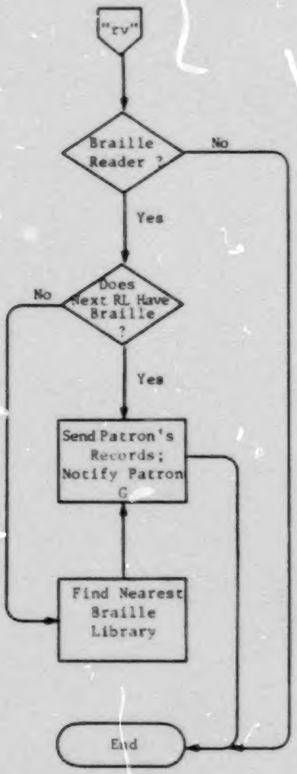

"rr"
Patron Folder and Appln
"rs"
Machine Record Cards
"rt"
Send All Records to Next RL
E
End
"ru"
Notify Patron of Transfer
F
End

FIGURE A6.17 Continued


"rv"
Braille Reader ?
No
Yes
Does Next RL Have Braille ?
No
Yes
Send Patron's Records; Notify Patron
G
Find Nearest Braille Library
End

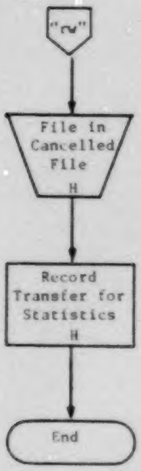

"rw"
File in Cancelled File
H
Record Transfer for Statistics
H
End

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FIGURE A6.17 Continued

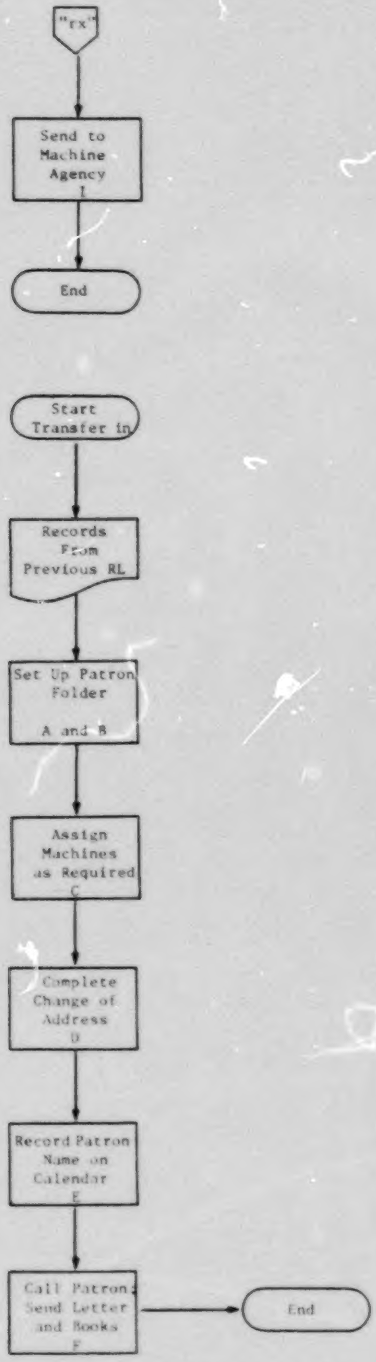

"rx"
Send to Machine Agency I
End
Start Transfer in
Records From Previous RL
Set Up Patron Folder A and B
Assign Machines as Required C
Complete Change of Address D
Record Patron Name on Calendar E
Call Patron; Send Letter and Books F
End

FIGURE A6.18 New Title Processing

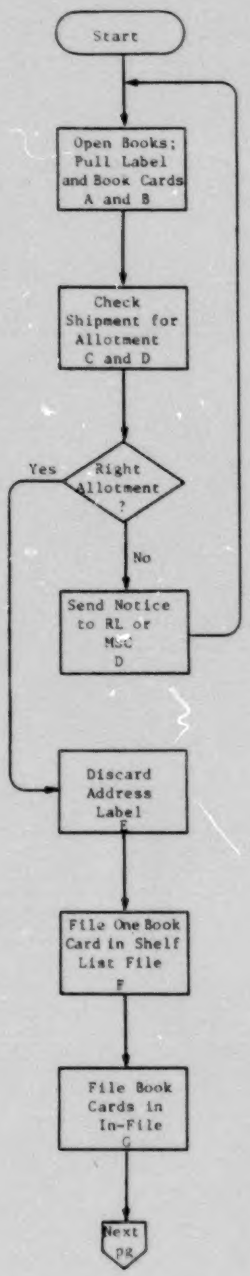
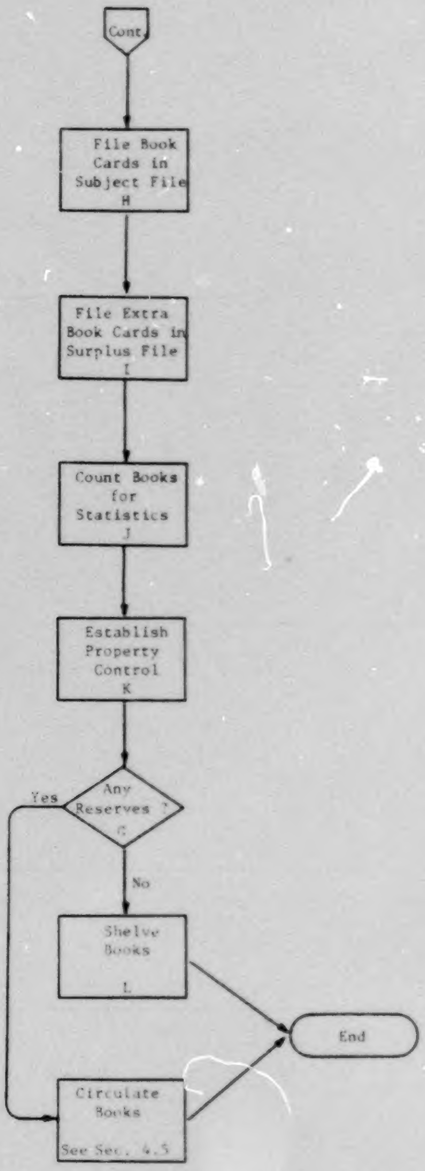

Start
Open Books; Pull Label and Book Cards A and B
Check Shipment for Allotment C and D
Right Allotment ?
Yes
No
Send Notice to RL or MSC D
Discard Address Label E
File One Book Card in Shelf List File F
File Book Cards in In-File G
Next pg

FIGURE A6.18 Continued


Cont.
File Book Cards in Subject File H
File Extra Book Cards in Surplus File I
Count Books for Statistics J
Establish Property Control K
Any Reserves ? G
Yes
No
Shelve Books L
Circulate Books See Sec. 4.5
End

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APPENDIX 7
The Network Standards and the Circulation System Handbook

The circulation system is designed to aid network libraries to meet the *Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped* published by the American Library Association.

This appendix will help the library to find the *Handbook* sections which affect various sections of the *Standards*.

Network Standard		*Handbook* Section
4.1.7.1	Reports, Statistical and Narrative	6.
4.2.6.3.1	Large Type Capability	A3
4.2.7.3.2	Weeding the Collection	4.9
4.3.1	Reader Record Confidentiality	3.1
4.3.1.1	Communication with Patrons	4.10
4.3.1.1 (c)	Communication with Deposit Collections	3.4
4.3.2	Circulation	4.2-4.7
4.3.2.1	Registration	3.1
4.3.2.1.1	Machine Assignment	3.3
4.3.2.4.1	Service Initiation	3.5
4.3.2.1.5	Patron Transfer	5.6
4.3.2.1.6	Certification of Eligibility	3.1
4.3.2.2.1 (1) (a-f)	User Data	3.1
(2) (a-d)	Library Data	2.1-2.3; 4.2-4.9
(e)	Overdue	5.2
(f)	Reserve	4.5
(g)	ILL	5.1
4.3.2.2.3	User Circulation Preference	3.1
4.3.2.2.5	Damage Check	4.8
4.3.2.2.6	ILL	5.1

APPENDIX 7 Continued

Network Standard		*Handbook* Section
4.3.3.2	Response Time to User Requests	3.5, 4.10, 5.1
4.3.4	Referral Service	4.6, 5.1
4.3.5	Referral for Production of Materials	4.6, 5.1
4.3.6	Reader Advisory Service	4.6
4.3.7	Deposit Collections	3.4
4.3.8	Temporary Service	5.3

APPENDIX 8
Master Copies of Forms

This section contains master copies of the forms for use with the various procedures. The forms are:

- Statistics Tally Sheets - Daily, Weekly, and Monthly
- Calendar Register Masters
- Supplemental Sheets for the Patron Folder

DAILY STATISTICS TALLY SHEET

____
Date

		Count by Format								
		RD A	RC B	Open Reel C	Braille D	Large Type E	Other F	Magazines G	Adult H	Juvenile I
Readers Added	1. Individuals									
	2. Deposit Collections									
Readers Can-celled	3. Individuals									
	4. Deposit Collections									
Circulation	5. Individuals									
	6. Deposit Collections									
	7. Total									
Inter-library Loan	8. LC 121 Requests									
	9. LC 135 Requests									
Books Added	10. Titles									
	11. Containers (vols. for braille)									
Books With-drawn	12. Titles									
	13. Containers (vols. for braille)									
	14. Phone calls received								Total:	
	15. Walk-in readers								Total:	

WEEKLY STATISTICS TALLY SHEET

____
Week of

		Count by Format								
		RD A	RC B	Open Reel C	Braille D	Large Type E	Other F	Magazines G	Adult H	Juvenile I
Readers Added	1. Individuals									
	2. Deposit Collections									
Readers Cancelled	3. Individuals									
	4. Deposit Collections									
Net Gain or Loss	4a. Individuals									
	4b. Deposit Collections									
Circulation	5. Individuals									
	6. Deposit Collections									
	7. Total									
Inter-library Loan	8. LC 121 Requests									
	9. LC 135 Requests									
Books Added	10. Titles									
	11. Containers (vols. for braille)									
Books With-drawn	12. Titles									
	13. Containers (vols. for braille)									
Net Gain or Loss	13a. Titles									
	13b. Containers									
	14. Phone Calls Received	Total:								
	15. Walk-in Patrons:	Total:								

MONTHLY STATISTICS TALLY SHEET

____
Month

		Count by Format								
		RD A	RC B	Open Reel C	Braille D	Large Type E	Other F	Magazines G	Adult H	Juvenile I
Readers Added	1. Individuals									
	2. Deposit Collections									
Readers Can-celled	3. Individuals									
	4. Deposit Collections									
Net Gain or Loss	4a. Individuals									
	4b. Deposit Collections									
Circulation	5. Individuals									
	6. Deposit Collections									
	7. Total									
Inter-library Loan	8. LC 121 Requests									
	9. LC 135 Requests									
Books Added	10. Titles									
	11. Containers (vols. for braille)									
Books With-drawn	12. Titles									
	13. Containers (vols. for braille)									
Net Gain or Loss	13a. Titles									
	13b. Containers									
	14. Phone Calls Received	Total:								
	15. Walk-in Patrons:	Total:								

A8-5

Months Name Action

A8-6

2. Adult Juvenile

3. RD RO OR BR LT OT

4. Type of Service
T BOD
C MO

In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	
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In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	
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																														68

2. Adult Juvenile

3. Media: RC BR OR OT

4. Type of Service
T RO
C MO

In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	In	Out	#	
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